



Are manual document processes preventing your business from moving forward?

In today's rapidly evolving workplace, it's hard to keep up if your employees are weighed down by manual document processes. Outdated methods are inefficient and hinder your company's ability to adapt and respond quickly to internal and external challenges.

- Do you experience delays in sending out customer communications?
- Do you rely on employees to pitch in and prepare mail during peak periods?
- Are there systems in place that guarantee your customer information is secure and compliant during the mail preparation process?

If any of the above sound familiar, you are not alone. Many small to medium-sized businesses still rely on manual processes to send critical transactional documents such as invoices, statements, and notifications. Manual processes mean higher operational costs and lower employee productivity and expose your company to the risk of human error.

BACKED BY THE EXPERTS

Gartner, Forrester, and Aspire



EXPERIENCE

A rich history of world-class leadership



PROVEN RESULTS

96% customer satisfaction rate



EXPERTISE

8 billion personalized experiences annually





**QUADIENT
IMPRESS HELPS
YOU ACCELERATE
AND STREAMLINE
YOUR CUSTOMER
COMMUNICATION
PROCESS SO
EMPLOYEES CAN
SPEND MORE TIME
ON HIGHER-VALUE
TASKS.**



In order to stay competitive, businesses need to maximize their velocity and make the most of lean teams and resources. Eliminating inefficient manual processes is one way to achieve this objective. Imagine reducing the time and effort spent on a large disruptive mailing from a few hours to a few clicks. It's possible with Quadient Impress.

Quadient Impress is a customer communication automation platform. Impress eliminates redundant manual tasks that weigh employees down allowing you to prepare, send and manage customer communications more efficiently, effectively, and accurately.

INCREASE OPERATIONAL EFFICIENCY

Are you or your employees manually pulling exception documents, such as zero balance invoices? Do you spend valuable time double, or triple-checking envelopes making sure they have the right materials? Quadient Impress lets you program business rules based on specific customer criteria to ensure the right documents always go into the right envelope so customer information stays secure and your business meets privacy and compliance requirements.

In addition, its intelligent bar code technology can automatically group different documents intended for the same customer into a single envelope to optimize postage costs and enhance customer experience.

In the past, it would take five volunteers two full days to prepare outbound mail to go to 4,500 donors. Now we can prepare mail in under an hour.

— Irene Timmons, Head of Fundraising,
Make-a-Wish Foundation



BOOST EMPLOYEE PRODUCTIVITY AND ENGAGEMENT

Impress significantly decreases the time it takes to prepare customer communications by automating repetitive and redundant tasks. It removes tedious, and time-consuming work allowing your employees to focus on higher-value, revenue-driving projects that motivate and empower your staff. The intuitive interface is simple to use and easily self-taught.

IMPROVE CUSTOMER EXPERIENCE

Add targeted and personalized messaging and deliver documents via the channel that your customers most prefer. Impress enables your staff to send customer communications via print or digital channels, such as tracked email, SMS text, or a branded, secure customer portal.

PREPARE YOUR ORGANIZATION FOR THE FUTURE WITH INTELLIGENT DOCUMENT AUTOMATION

In short, automating your outbound document process will deliver a wide range of benefits that will better prepare your organization for the future.

Agility - Get more work done and do it faster. Efficiently process communications from anywhere with an intuitive SaaS-based platform.

Flexibility - Build a more personalized relationship with your customer. Send communications via print or digital channels with a few clicks depending on your customer's preferred contact method.

Visibility - Get detailed tracking of all your outbound documents via a single intuitive interface from desktop to delivery.



ELIMINATE MANUAL TASKS AND ENABLE EMPLOYEES TO FOCUS ON WHAT MATTERS MOST.

Let Quadient help you take the first step in modernizing your customer communication processes.

Contact us today.



About Quadient®

Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on four key solution areas including Customer Experience Management, Business Process Automation, Mail-Related Solutions, and Parcel Locker Solutions, Quadient helps simplify the connection between people and what matters. Quadient supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. Quadient is listed in compartment B of Euronext Paris (QDT) and belongs to the SBF 120 index.

For more information about Quadient, visit www.quadient.com

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