

MANAGE AND SEND CUSTOMER
COMMUNICATIONS FROM ANYWHERE

quadi^{ent}
Because connections matter.



You don't have to be in the office to effectively process mail.

More and more businesses are allowing employees to work remotely more often. With a growing hybrid workforce, expected to triple by 2025, the linear office model is rapidly changing.

But how do you support a hybrid workforce if your document processes are manual and always performed on-site? Is it possible to effectively and efficiently process outgoing mail when your staff is not in the office all of the time? It is with Quadi^{ent} Impress.

Quadi^{ent} Impress helps you support remote employees by providing your business with the flexibility and agility to manage customer communications (print or digital) from anywhere. Its cloud-based technology enables users to prepare, review and approve documents from either home or the office and submit to a centralized location for final production.

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





CONSOLIDATE AND CENTRALIZE COMMUNICATIONS

Impress streamlines document workflow by consolidating communications from multiple locations. Its intuitive interface makes it easy to use. Once communications have been prepared, users can send communications to your centralized mail center, a dedicated, secure customer portal or a secure outsourced mailing facility.

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PROCESS OUTBOUND DOCUMENTS MORE EFFICIENTLY AND ACCURATELY

With Impress you don't have to worry about sacrificing the quality or consistency of customer documents when users are off-site. Impress has a built-in approval process to ensure documents meet company standards and branding guidelines before they are sent to customers. Intelligent bar code technology also ensures that the right documents always go to the right customer.

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EFFECTIVELY MANAGE LARGE OR SMALL MAILINGS FROM YOUR DESKTOP

Sending physical documents, single or batch, can be a major challenge if employees don't have the proper tools or equipment to prepare and process communications from home. With Impress, employees can initiate and complete jobs without leaving their desk.

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OR...ELIMINATE THE HASSLE OF MAIL

With Impress you can continue to manage the preparation and production of mail "in-house" or offload it entirely to a secure outsourced facility to allow your key employees to spend more time on higher-value tasks.





IMPRESS HELPS STAFF PREPARE AND PROCESS OUTBOUND CUSTOMER DOCUMENTS WHETHER THEY ARE WORKING IN A PHYSICAL OR VIRTUAL ENVIRONMENT, ENABLING THEM TO WORK EFFECTIVELY WHEREVER THEY ARE.

MAKE YOUR ORGANIZATION MORE NIMBLE AND RESILIENT

In short, automating your outbound customer communication process through a single SaaS platform offers a wide range of benefits that will prepare and propel your organization for the next normal.

Agility - Increase the agility of your mailing operation by adding a remote mail application to maintain quality and consistency of communications, increase processing efficiency and control costs.

Flexibility - Empower employees to work from anywhere with access to all the tools they need to easily and efficiently prepare and send physical or digital documents.

Visibility - Gain insight into the status of all your outbound communications whether managed on-site or remote.

TAKE YOUR BUSINESS TO THE NEXT LEVEL

Enhance customer experience while accommodating your growing remote workforce. Let Quadient help you take the first step in modernizing your customer communication processes and take your business to the next level.

Contact us today.



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About Quadient®

Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on three key solution areas including Intelligent Communication Automation, Parcel Locker Solutions and Mail-Related 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 is part of the CAC® Mid & Small and EnterNext® Tech 40 indices.

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

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