

Drive digital transformation and meet customer preferences with Quadiant Impress

Adapt to how your customers communicate with digital and paper-based options.

The new era of digitization is here, and for businesses to stay relevant and keep up with evolving demands, they must adapt to how their customers communicate. How do you manage differing customer preferences when some want paper documents, some want digital, and some want both? Digital transformation is essential for your company to be more agile, responsive, and customer-centric.

HOW DOES IMPRESS WORK?

Quadiant Impress is a customer communication automation platform designed to help you deliver on customer preferences and send your communications from anywhere. While many customers still want physical mail, an increasing number prefer e-delivery.

Origin

on-site or remote



Output

batch or single



Method

insource or outsource



Channel

print or digital

How Impress benefits YOUR COMPANY AND EMPLOYEES



SEND YOUR DOCUMENTS FROM ANYWHERE

You have greater flexibility when remote. All you need to complete the job is an internet connection.



SAVE MONEY

Protect your bottom line and save on mail costs, including physical storage space, paper, printing, postage, and labor.



BOOST DIGITIZATION EFFORTS

With the massive increase in digital technologies over the past decade, organizations across all sectors are embracing digital transformation.



ENSURE DOCUMENT INTEGRITY

The correct documents go to the right customer every time and comply with legal and industry requirements and regulations.

How Impress benefits YOUR CUSTOMERS



REDUCED DELIVERY TIMES

Allow your customers to receive their communications faster – with digital channels, they can receive them instantly.



Greater personalization

Address the growing complexity of multi-channel customer engagement and send your communications through your customer's preferred channel via email, physical mail, SMS text, or even through an online portal.



Enhanced visibility and tracking

Our portal feature gives your customers instant access to communications. When they receive a notification, they can go to their dedicated interface to view the latest documents, download, share, or create a duplicate. All of this is stored securely to access anytime.

41%

customers report increased customer satisfaction by at least 50% when implementing a document automation solution

52%

customers want to eliminate manual mail processing steps entirely

46%

customers prefer digital communications exclusively

**As surveyed from Quadient customers*

A MORE EFFICIENT SOLUTION FOR TRI-HIL

Tri-Hill Management LLC is a full-service real estate investment and services company in New York City that has implemented Quadient Impress. Tri-Hill wanted the power to print their rent bills, sort, insert, seal, meter/stamp envelopes, and deliver hundreds of mail items from a remote third-party location. They also wanted the option of sending documents electronically via email or text. After implementing Quadient Impress, Tri-Hill gained:

- Increased mail preparation efficiency and delivery processes
- Received quicker rent payments due to delivering tenant statements faster and on a reliable schedule each month
- Time-saving benefits of their superintendents not having to travel to the primary office once a month or admins having to order and store office supplies

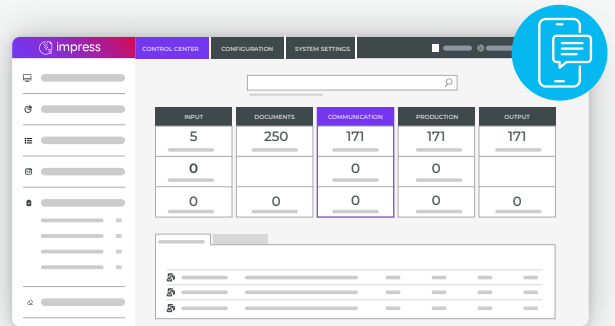
“We have a much more efficient document creation, management, and delivery process now. We export our monthly rent bills from our property management software, select ‘print with Impress printer’ from the PDF program, and, a few mouse clicks later, it’s all mailed out. The whole process now takes less than 60 minutes. I estimate that Impress has delivered savings of \$2,000 per month. That comes from not having to buy the supplies we used to order plus the greatest benefit - the opportunity cost of our staff’s time, which is now spent on higher priority projects.”

— Ben Zises, Tri-Hill Chief Operating Officer

Go beyond paper-based documents

If you’re ready to take your documents to a new level – book a free demo today and let us show you how it works.

Push the envelope with Quadient Impress.



quadient

About Quadient®

Quadient is the driving force behind the world’s most meaningful customer experiences. By focusing on Intelligent Communication Automation, Parcel Locker Solutions, and Mail-Related Solutions, Quadient helps hundreds of thousands of customers worldwide simplify the connection between people and what matters.