

AUTOMATING  
OUTBOUND DOCUMENT  
PROCESSES



quadient  
Because connections matter.



## Are manual document processes holding your business back?

In today's rapidly changing business environment, it is challenging to keep up with external demands if your employees are weighed down by tedious manual tasks. However, many small to medium-sized businesses still rely on repetitive manual processes to send critical transactional documents such as invoices, statements, notifications and contracts.

Outdated methods hinder your ability to remain agile and competitive. The fact is, manual processes mean higher operational costs and lower employee productivity. Most importantly, manual processes expose your company to the potential risks associated with human error, such as compliance issues, that could compromise your customers' experience or affect your credibility.

**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



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Over 68% of businesses surveyed said their organization has saved money and improved process efficiency by digitizing core activities.

— Keypoint Intelligence InfoTrends, Mail Technology & E-Delivery Adoption (July, 2018)

# WHAT ARE THE BENEFITS OF AUTOMATING OUTBOUND DOCUMENT PROCESSES?

Imagine reducing the time and effort spent on a large disruptive mailing from a few hours to a few clicks. A few simple enhancements to your customer communication process is all it takes to:



Optimize costs



Eliminate repetitive tasks



Increase employee engagement

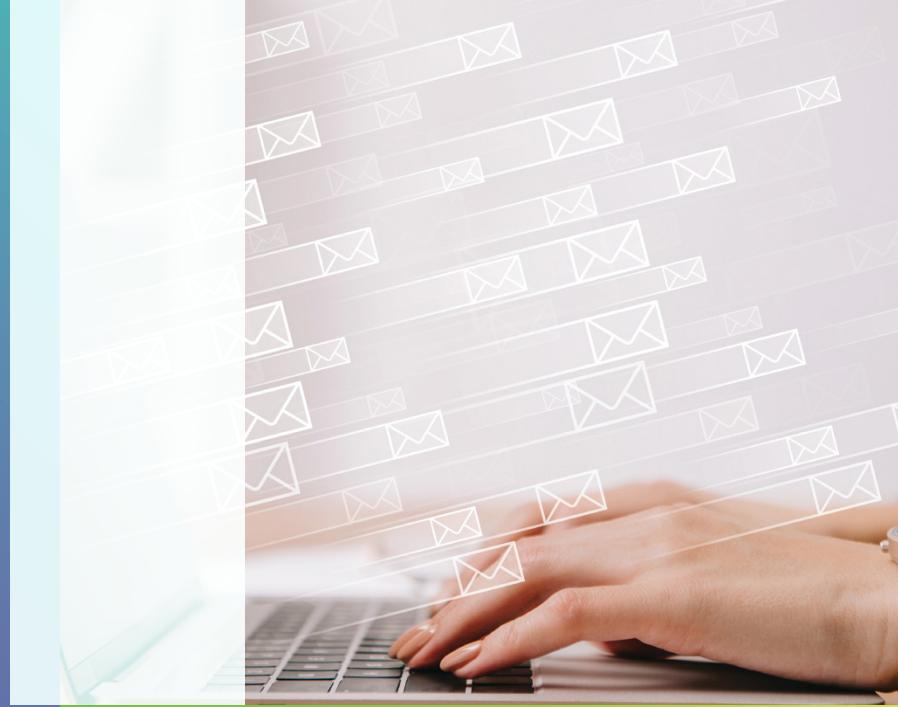


Ensure compliance and security



Improve customer experience

In addition, you gain advanced tracking, reporting and visibility into your outbound document process.



## Is outbound document automation right for my business?

In order to remain competitive, organizations must find ways to maximize their business velocity. Eliminating inefficient manual processes is one way of achieving core business objectives. An optimized mail workflow should meet the needs and requirements of your business as well as your customers and make the most of your internal resources. If any of the below scenarios sound familiar, it may be time to rethink how you prepare and send critical customer communications.

- Do you experience delays in sending out customer communications?
- Do you rely on employees to pitch in and prepare mail in addition to their core role during peak periods?
- Are your employees manually sorting documents, pulling exceptions, such as zero balance invoices, and double, or triple-checking that envelopes have the right materials?
- Are there systems in place that guarantee your customer information is secure and compliant during the mail preparation process?
- Are you using any mailing system equipment like a folder inserter to accelerate preparation?



## WHY CHOOSE IMPRESS AUTOMATE

Impress Automate is an intelligent outbound document automation solution that helps you produce actionable, personalized and secure communications. With its ability to manage pre-defined business rules, Impress Automate streamlines and accelerates document preparation and distribution giving you complete control over your customer communication process while optimizing efficiency. This flexible, scalable, cloud-based solution is easy to implement and does not require major IT intervention or resources to integrate with your existing systems.



### INCREASE EMPLOYEE ENGAGEMENT AND PRODUCTIVITY

Significantly decrease the time it takes to prepare customer communications to allow your employees to focus on higher value, revenue-driving responsibilities. Impress Automate helps you accelerate prep time with an easy-to-use and intuitive interface. Streamline workflows from anywhere using Impress Automate's browser-based technology.



### ENSURE REGULATORY COMPLIANCE AND SECURITY

Impress Automate ensures document integrity and security when used with mailing equipment, such as a folder inserter. The solution's intelligent barcode technology designates documents for specific individuals to ensure the right document goes into the right envelope. Different documents intended for the same customer may also be automatically grouped into a single envelope to optimize postage costs as well as enhance customer experience.



### IMPROVE CUSTOMER EXPERIENCE

Add targeted and personalized messaging and deliver documents via the channel that your customers most prefer. Impress Automate helps you shift customers to digital delivery for some or all of your communications through its integration with Impress Portal.

Spend more time innovating and less time administrating and focus on what matters most. Let Quadient help you take a step toward your digital transformation.

DISCOVER THE POWER  
OF QUADIENT'S IMPRESS  
AUTOMATE TODAY.

OPTIMIZE. TRANSFORM.  
ENGAGE WITH QUADIENT.

Because Connections Matter.

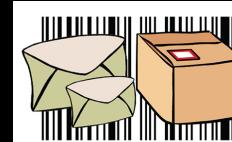
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In the past, it would take five volunteers two full days to prepare direct mail to go to 4,500 donors. Now we can prepare mail in under an hour.

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



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## 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](http://www.quadient.com)

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