

## Eliminate manual processes, improve utility communications

Driven by technological change, evolving legislative frameworks, and the need to deploy more customer-centric technologies, many local utility organizations have recognized the need for digital transformation to streamline processes, eliminate manual labor, and better serve their customers.

When it comes to digital transformation, utilities are particularly slow-moving. There are complex regulatory requirements to account for, and legacy systems and processes to address. Many local utility providers still rely on manual, labor-intensive processes to assemble and deliver critical communications such as statements, late payment notices, and service change letters to their customers. Manual mailing processes take skilled staff away from higher-value responsibilities and produce more errors that may result in financial impact such as delayed cash collection.

Now more than ever, local utility organizations are rethinking how they manage and send critical customer communications.

Designed to meet the needs of utilities with legacy systems and processes, Quadi<sup>i</sup>ent's suite of best-in-class software and hardware solutions enable you to respond and adapt quickly to changing legal requirements and environmental demands to help you meet business challenges now and in the future. Quadi<sup>i</sup>ent's user-friendly solutions automate your entire document workflow, giving you the flexibility to send critical communications through multiple delivery channels - Print, Digital or Outsource.

**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



“ With Impress Distribute we were able to reallocate a large portion of [our billing clerk’s] responsibilities from time-consuming administrative tasks and re-focus her attention on key department priorities. We increased overall department productivity as well as continue to save money on billing expenses.

— Melinda Moritz, Director, The Public Works Department (City of Leon Valley)



“ 41% of surveyed organizations increased customer satisfaction by at least 50% by implementing Quadient BPA Solutions.

— TechValidate Customer Survey, November 2019



61% of surveyed organizations reduced their overall costs by 25% or more using Quadient's BPA Solutions



52% of surveyed organizations realized at least a 50% reduction in time spent processing mail

TechValidate Customer Survey, November 2019

## FUTURE-PROOF YOUR BUSINESS WITH AN ALL-IN-ONE DOCUMENT AUTOMATION PLATFORM

Quadient Impress includes powerful applications and services to help you support today's needs and adapt to tomorrow's changing requirements. Each application works independently or seamlessly together. The platform's modular architecture allows you to configure your solution to meet your specific needs and evolve at your own pace.



### Replace inefficient, manual processes

Significantly decrease the time it takes to prepare outbound communications such as utility statements and customer correspondence while ensuring document integrity and security. Impress Automate drives employee efficiency by eliminating repetitive manual tasks while promoting employee engagement, enabling staff to focus on higher-value tasks. Automating the document preparation and distribution process reduces your exposure to potential errors and risks – such as sending the wrong statement to the wrong customer. When used with mailing equipment, such as a Quadient folder inserter, the solution manages pre-set business rules based on specific customer criteria to ensure the right document goes into the right envelope.



### Ensure the receipt of important notifications through a branded, secure document portal

Send utility statements and other important communications with your branding through an eco-friendly, secure document portal. Impress Portal makes it easy to offer your customers digital delivery. Impress Portal speeds up the document delivery process by replacing paper-based communications, saving you money on postal costs and mailing supplies, driving faster responses, and accelerating cash flow. Its robust tracking features offer you greater visibility and ensure important documents promptly reach their intended recipient. Documents are automatically stored and may be easily retrieved by your customers, promoting self-service and reducing inbound call volumes.



### Centralize critical customer communications

Leverage your existing infrastructure and optimize efficiency by centralizing ad hoc mail. Impress Dispatch consolidates desktop communications from multiple office locations and is ideal for utilities with an on-site and remote workforce.

Users simply prepare outgoing ad hoc documents and send them directly from their desktops to a centralized mail production center or to your customer's dedicated, secure document portal. Impress Dispatch includes a built-in approval process that allows you to review and approve customer communications prior to release, to ensure they are consistent, professional, and always promote a positive customer experience.



### Prep and deliver mail without leaving your desk

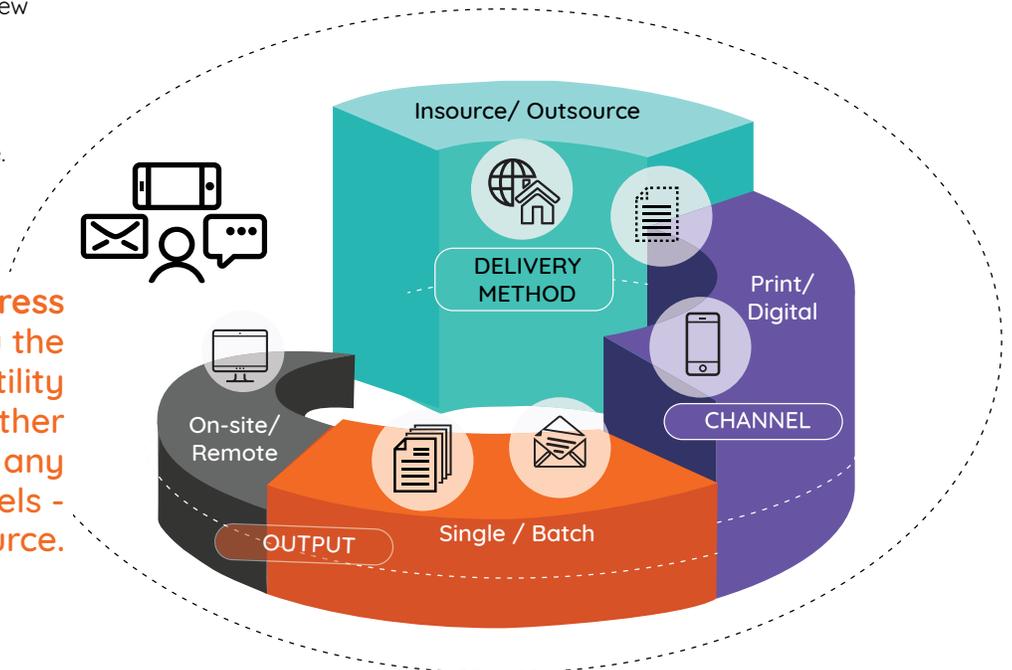
Handle the preparation and delivery of statements and other communications from your computer in just a few clicks. Impress Distribute allows you to print, sort, stuff, meter as well as deliver mail to the post office without leaving your desk. Users upload documents via a user-friendly SaaS application for Quadient's mail production facility to handle the rest. Eliminate the distraction of mail processing and focus on your core business activities.



### Easily integrate with existing systems

Quadient Impress offers enterprise-level technology for local utilities yet does not require major IT intervention or resources to implement or update. Its plug-in architecture gives you the flexibility to configure your solution with a variety of integrated applications and services. For more complex business needs, our experienced Professional Services Team is ready to support your most challenging document output requirements to deliver a solution that best fits your current needs.

**The Quadient Impress platform gives you the flexibility to send utility statements and other correspondence via any combination of channels - Print, Digital or Outsource.**





“Impress Distribute is easy-to-use, has saved us money, and has given me back more time in my work day.

— Yvonne Acuña, Billing Clerk,  
The Public Works Department  
(City of Leon Valley)

## Automate mail prep with superior document handling equipment

Regardless of customer channel preferences, every utility organization has document types that require physical delivery. Quadiant's folding and inserting machines make mail prep easier. Designed for businesses of every size, Quadiant offers a range of intuitive document handling equipment that provides the highest level of productivity and dependability. Our suite of best-in-class document handling equipment includes:

- Easy-to-use folding and envelope stuffing machines
- Mid-volume envelope stuffing machines
- High-volume folder inserter machines

Choose the perfect size and model for your organization and accelerate your workflow.

## Simplify the preparation, tracking and storage of your Certified Mail®

Centralize the processing of Certified Mail with Return Receipt and track your documents directly through the United States Post Office®. Preparing your Certified Mail with Return Receipt electronically saves time and money, enabling you to access specific delivery information and images of recipient signatures, all securely stored in the cloud.

## Validate addresses in just a few clicks

Delivering efficient and accurate communications is critical. Built for easy integration and maintenance, Quadiant's comprehensive contact data quality solutions will help you meet the unique needs of your business.

- Streamline mail preparation
- Validate contact data as it's entered across digital channels
- Correct existing records to prevent undeliverable mail and improve customer experience
- Maintain an up-to-date database as contacts and businesses move

Increase document integrity, optimize employee time, and build a more personalized relationship with your clients.

**Optimize. Transform. Engage with Quadiant. Because connections matter.**



## About Quadiant®

Quadiant, formerly Neopost, 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, Quadiant helps simplify the connection between people and what matters. Quadiant supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. Quadiant is listed in compartment B of Euronext Paris (QDT) and is part of the CAC® Mid & Small index.

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