

# DDP

document  
delivery  
portal

## by Quadient

### Document Delivery Portal

The Document Delivery Portal (DDP) is a cloud-based digital document delivery service that allows your company to store and electronically send important customer communications through a secure and personalized web portal.

DDP integrates with OMS-500 and ConnectSuite e-Preference to help manage your customers' evolving document delivery preferences. This powerful solution gives your customers the ability to easily manage both physical and digital delivery channels together. This delivery choice improves your customer satisfaction and strengthens your relationships. If your customer chooses digital delivery, they are given full access to view and share the documents you send them from within their own secure, dedicated and branded portal.

You can rest assured that your critical customer communications will be sent to the correct recipient with DDP's enhanced security and full document traceability. In addition, you gain complete visibility of when documents have been accessed, downloaded and viewed in your customer's dedicated portal.



Boost customer satisfaction with a personalized, robust, yet easy-to-use solution which reduces costs by helping you migrate to digital document delivery and away from traditional mail.

### Document Delivery Portal Benefits:

#### Customization

- Design a web portal and emails which conform to your brand and company image.
- Personalize customer communications with custom, targeted messaging.

#### Customer Engagement

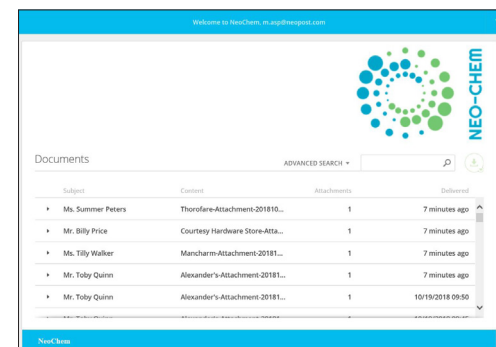
- Simplify document management for your customers with a user-friendly interface that allows them easy access, sharing, retrieval and archival of their documents.
- Strengthen relationships with your customers by improving their document delivery choices and experience.

#### Security

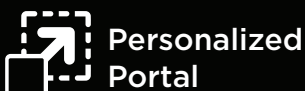
- Protect sensitive customer information through a fully-secured web portal powered by Microsoft Azure.
- Ensure complete document traceability for worry-free sending, sharing and receiving of documents.

#### Savings

- Reduce costs by migrating from traditional mail to electronic delivery.
- Get paid quicker by providing faster delivery of digital communications.



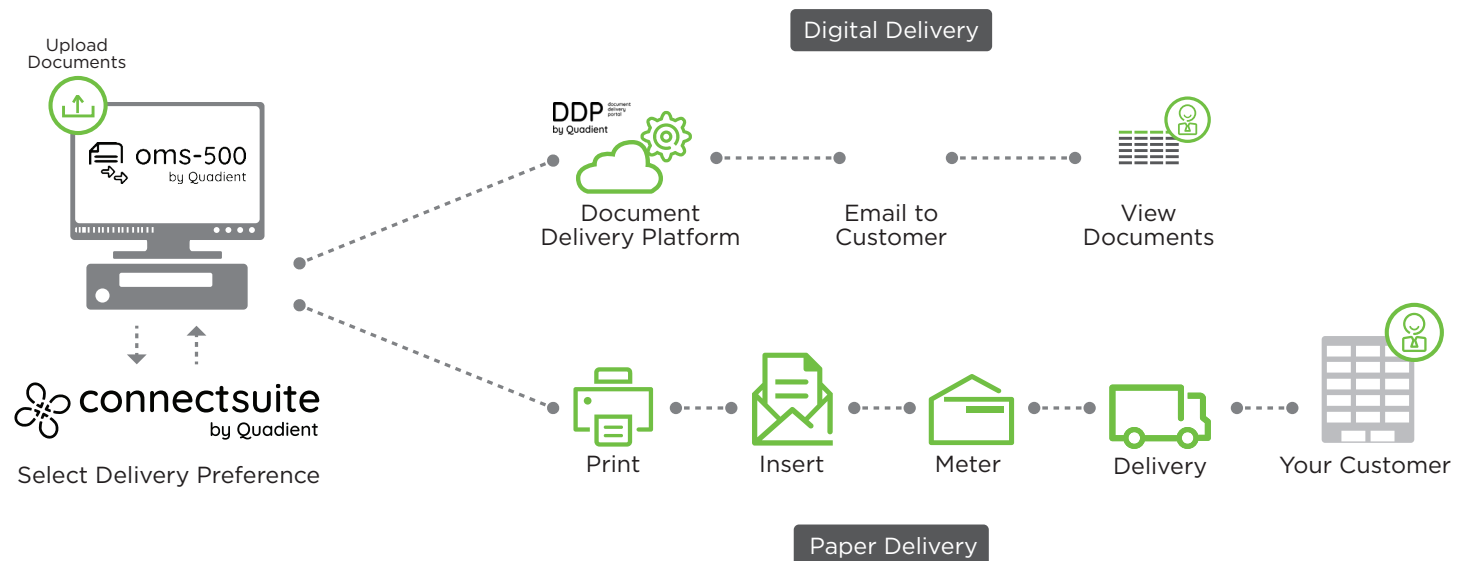
Document Delivery Portal Interface



## Easy as 1-2-3!

- Manage customer preference by sending an email to each customer, prompting them to choose their preferred delivery method (print or digital) for each type of communication.
- Automate distribution of outbound documents through both print and digital channels.
- Enhance customer experience by allowing your recipients to retrieve, share and view current or archived documents in a secure, branded portal.

## Customer Communication & Delivery Workflow



### Business Impact



#### Revenue Growth

Accelerates document delivery time allowing for quicker customer response and improved cash flow.



#### Customer Engagement

Increases customer satisfaction by sending documents via the customer's preferred delivery channel, while providing the ability to easily interact, store and retrieve documents.



#### Risk Mitigation

Ensures sensitive information is not compromised by providing document traceability and a secure portal powered by Microsoft Azure.



#### Expense Control

Reduces postage, preparation, equipment and material costs by allowing migration from traditional mail to digital delivery.

## About Quadiant

Quadiant 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 belongs to the SBF 120 index.

For more information about Quadiant, visit [quadiant.com](http://quadiant.com).