



CASE STUDY

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Because connections matter.

Larrimer & Larrimer, customer for two decades, continues to benefit from Quadiant's innovative mailing systems



Challenge

Larrimer & Larrimer, a Quadiant customer since 2004, was looking to improve operational efficiencies with a better, more cost-effective mailing solution.

Solution

The firm's Quadiant technician introduced to them the **iX-3 Series Postage Meter**, a compact mailing system that offers a one-stop approach to processing, tracking, reporting and reconciling postage expenses for mail and parcels.

Results

It became clear how much time was spent on manually weighing and applying correct postage to outgoing mail—manual compilation was over an hour versus 2-3 minutes with the iX-3.



**LARRIMER
& LARRIMER**

Larrimer & Larrimer is a workers' compensation law firm based in Columbus, Ohio, with several offices throughout the state. Founded in 1929, the firm is one of the longest serving in the state and strives to provide injured workers with the best representation possible to get the benefits they deserve.

Larrimer & Larrimer had been a long-time Quadiant customer, having used Quadiant mailing systems since 2004. Throughout this time, Quadiant continually improved its machines and services and the firm continued to benefit from Quadiant's growth. The firm was recently looking to improve operational efficiencies, so Larrimer & Larrimer Assistant Office Manager, Scott Flenniken, began to search for a better mailing solution. He did not need to go far, as their Quadiant technician introduced the [iX-3 Series Postage Meter](#) to him.

The perfect mail system for the firm

The iX-3 is a compact mailing system that offers a one-stop approach to processing, tracking, reporting and reconciling postage expenses for mail and parcels. After learning of the features of the machine, Scott quickly decided to make the purchase for the firm. "The Quadiant machine was fairly priced compared to its competitors and suited our needs well. When our technician brought the new machine in to demonstrate to us, we were very happy with it and decided there and then to make the switch," Scott explained.

The quality and compact size of the machine was just what Scott was looking for. "The process of discovery and transition to a cheaper and better mail machine was quick and seamless thanks to the good working relationship with our technician, whom we have known for years. We did not really look too closely at any other machines, other than pricing, because everything Quadiant had was just as good, if not better," Scott said.

One feature of the Quadiant machine that particularly appealed to Scott was the EasyInk program. Through this feature, Quadiant is alerted when the system's ink level reaches 20 percent, and a new ink cartridge is shipped out so that it arrives before the system runs out of ink. "It was a bit of a hassle to order toners previously as you had to call in and give them various serial numbers for the ink. With this feature, you don't have to think about ordering ink for your mail machine ever again," Scott said.

Installation of the iX-3 was simple. "The machine was brought in, set up with our system preferences and ready to go in less than two hours. In that time, our technician also provided training, so the entire implementation was quick and painless. I was also able to easily show everyone in the office who needed to use the machine how to do so," Scott said.



Scott Flenniken, Larrimer & Larrimer Assistant Office Manager, with Quadiant's iX-3 Series Postage Meter in the firm's office.

Missed benefits when machine can't be used

The benefits of Quadient's mail machine—or rather, the absence of those benefits—were apparent when the firm's internet connection went down one day and the machine could not be used. “We had to go the old-fashioned route to get our mail out by using some of the First-Class Mail Forever® stamps that we save for emergency situations. Someone had to bring in a kitchen scale to weigh the mail in order to get the correct postage. This process took well over an hour for the 50-75 pieces of mail that we typically get out per day, when the Quadient machine usually takes only 2-3 minutes. The iX-3 really comes in

handy for weighing and getting the right postage on mail and scans very quickly (and easily) without pieces becoming stuck. I like that you can select the size of the package and you'll know the exact postage,” Scott said.

The iX-3 also offers cost savings with discounted Commercial Base Pricing and discounts on First-Class Mail® postage. With a majority of the firm's mail being First-Class Mail, it receives postage savings per piece, amounting to hundreds of dollars in annual savings. With savings abound and a compact, easy-to-use product, Larrimer & Larrimer is well on its way to improved operational efficiencies.



To be able to properly weigh, sort, and stamp a large quantity of mail is greatly beneficial. Quadient's products are easy to use, and if you're looking for an upgrade or downgrade from your current set up, they always seem to have what you need. Their service technicians and customer service representatives have always been great as well. We're very glad to have them as part of our team. They've been tremendously helpful and guided us throughout this entire process whenever we needed it. We only reach out if there are problems and there's almost never any.

— Scott Flenniken, Larrimer & Larrimer Assistant Office Manager



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