



quadient

CASE STUDY

Property Management Company slashes invoicing time with Quadient Impress Distribute



For over 1,700 residents and 90 properties across England and Wales, this Property Management company specialises in managing apartment blocks, residential estates, and mixed-use developments. They offer a full suite of services, including repairs and maintenance. Their team of Institute of Residential Property Management (IRPM) qualified property managers conducts regular property inspections and establishes strong working relationships with residents and contractors. Additionally, they are supported by a team of office-based administrative staff



Challenge

To efficiently send out over 15,000 tailored mailings a year to meet ad hoc and seasonal communications needs.

Results

Experts freed up from time spent producing and sending out mailings and able to work from anywhere without altering schedules of communication.

Solution

[Quadient Impress Distribute](#) is a cloud-based, multi-channel document delivery solution for the preparation and delivery of communications.

Method

Quadient reviewed the customers' requirements and sample mailings to recommend a technology solution to meet the demands of a high-volume mailing schedule.

The challenge: to efficiently manage high-volume resident communications

As part of its service charge management responsibilities, the company sends out over 15,000 mailings a year, comprising of invoices, letters and other documents, to residents. While a steady stream of mailings leave the office throughout the year, there are peak times, in particular September when invoices and annual budget packs are issued, and March/April at the half-year point.

At these peak times, it could mean administrative staff spending two weeks solely dedicated to producing and sending out the mailings – printing, collating, inserting into envelopes, adding postage and submitting into the postal system.

Mailings are tailored to residents with each one containing a letter, one or more documents unique to the recipient and another, standard document. Precision in compiling the mailings is therefore always a priority.

“The excellence and timeliness of the service we provide to our residents is our top priority,” says the customer’s Finance Director. “Our mailings must be professional, 100 per cent accurate and issued on time. Staff time spent on the activity was worth it to ensure the required attention to detail, but we also recognised an opportunity to retain our focus on quality whilst making the process more efficient through technology.”



The process: customisation and training

The company provided Quadient with an overview of what it hoped to achieve by introducing technology into the existing manual process and provided mailing examples.

Once a solution had been recommended, Quadient walked the company's staff through the system.

The solution: Quadient Impress Distribute

[Quadient Impress Distribute](#) is a cloud-based, multi-channel document delivery solution that manages the preparation and delivery of communications. Documents are simply uploaded to the Impress Distribute application for Quadient's certified mail production facility to print, sort, insert into envelopes, add postage and submit into the postal system. Digital delivery channels are also supported so that documents can alternatively be sent by tracked email.

"It's a very controlled process," says the customer, "Each unique resident code determines that the right documents go to the right person every time."



The result: time-saving and accurate mailings issued from anywhere

The transition from a people-based to a technology-enabled process has helped the company save staff time previously taken up managing outbound communications.

“For us, it’s a case of the best use of skillsets to achieve our service aims,” explains the customer. “Now, our experts can devote their time solely to serving our customers and ensuring our high-quality mailings continue to keep them informed, while the production facility takes care of printing and sending, which is what it excels in.”

The company has the reassurance of accuracy in mailings with residents’ codes identifying which document goes into which mailing, and staff can track progress through a clear, accessible digital audit trail.

During 2020, when offices around the country had to implement homeworking for their workforces, the solution provided the means to maintain operations as the company’s mailings could be compiled and issued without staff needing to be in the office.

“It’s reassuring to know that by enabling flexible ways of working we can continue to operate under changed circumstances,” adds the customer. “It’s a way of future-proofing this aspect of our business.”



THE SPOKESPERSON FOR THE PROPERTY MANAGEMENT COMPANY SHARED THEIR PERSPECTIVE BY STATING, “WE AIM TO LEVERAGE THE LATEST TECHNOLOGY TO ENHANCE THE EFFICIENCY OF OUR BUSINESS. AS A RESULT, WE CAN NOW EASILY AND RAPIDLY SEND HIGH-VOLUME MAILINGS, ALL WHILE UPHOLDING OUR CRUCIAL PERSONAL SERVICE.”

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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. For more information about Quadient, visit quadiant.com/en-gb