quadient
Because connections matter.

Operate business communications like a well-oiled machine with Quadient's document automation solutions

Rising customer expectation and exponential demand translate to a large amount of business critical communications that put a strain on your back-office operations. In today's rapidly changing environment, the ability to adapt and respond to ongoing challenges will determine your long-term success.

But many small to medium-sized manufacturers still rely on manual document processes for their outbound customer communication. Manual document processes are inefficient, error-prone, and time-consuming, and more likely to result in delayed cash collection, and disengaged employees.

Now more than ever, manufacturers are rethinking how they manage and send critical communications. Automating document processes offers many benefits including, reducing administrative burden, minimizing errors, simplifying billing, and creating greater transparency and visibility.

Quadient's user-friendly solutions automate your entire document workflow, giving you the flexibility to send targeted communications through multiple delivery channels - Print, Digital or Outsource. Designed to meet the needs of companies with legacy systems and processes in place, Quadient's suite of best-in-class software and hardware solutions enable you to respond and adapt quickly to changing regulations and rising customer demands to help you meet business challenges now and in the future.

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

> **92% of surveyed organizations eliminated errors 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 as your business grows.

Replace inefficient, manual processes

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

Offer digital delivery through a branded, secure document portal

Send critical communications through an eco-friendly, branded, and secure document portal. Impress Portal makes it easy for you 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, while enabling faster response, and accelerating cash flow. Its robust tracking features offer you greater visibility and ensure important paperwork, like billing, promptly reaches its intended recipient. Documents are automatically stored and may be easily retrieved from the recipient to enable self-service and reduce customer service requests.

> ❝ Quadient just makes things easy to manage.
>
> — Procurement Manager, Medium Enterprise Aerospace and Defense Company
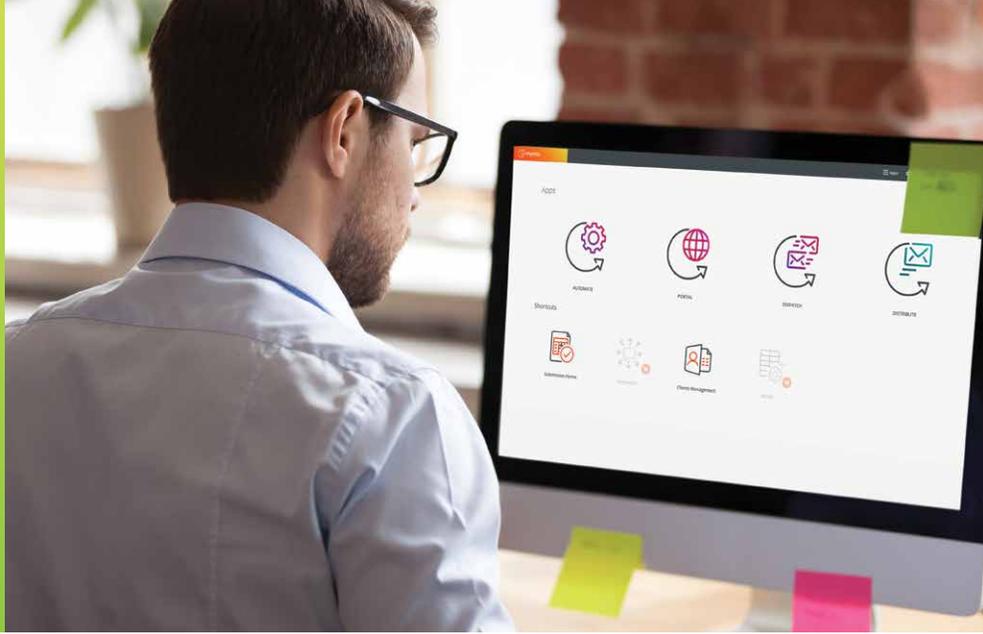
Centralize critical business communications

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 organizations 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 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 your business communications from your computer in just a few clicks. Impress Distribute, Quadient's unique outsourced hybrid mail solution, 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 mail processing, and focus on your core business activities.

Easily integrate with existing systems

Quadient Impress offers enterprise-level technology, 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 manufacturers the flexibility to send transactional documents like invoices, purchase orders, and more via any combination of channels - Print, Digital or Outsource.

YayPay
by Quadient

Get fast, easy and highly predictable Accounts Receivable automation
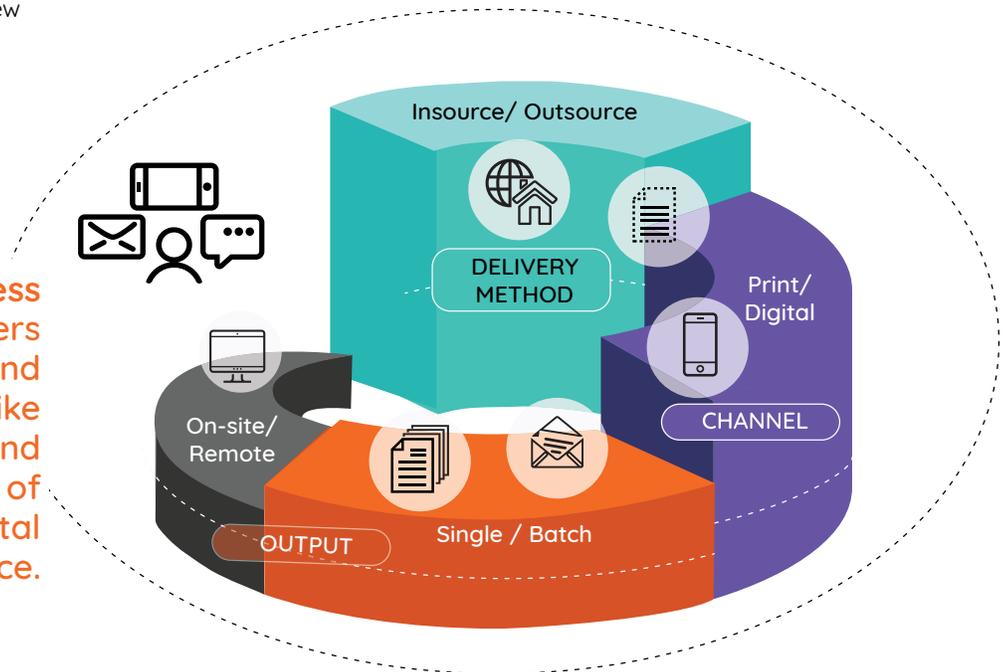
Collecting cash from customers is the lifeblood of any business. **YayPay by Quadient** is a SaaS-based predictive and automated AR management solution that helps financial teams perform better, manage receivables more efficiently, and get payments more quickly. YayPay combines real-time accounts receivables, analytics, and payment predictions to help increase cash flow and improve your team's efficiency and productivity by 3X.

Automate mail prep with superior document handling equipment

Every manufacturer has documents that require physical delivery, regardless of customer channel preferences. Quadient's folding and inserting machines make mail prep easier. Designed for businesses of every size, Quadient 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 stuffing machines
- High-volume folder inserter machines

Choose the perfect size and model for your business 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, Quadient'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 customers.
Optimize. Transform. Engage with Quadient. Because connections matter.

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About Quadient®

Quadient, 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, 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 index.

For more information about Quadient, visit **www.quadient.com**