



How are you managing the growing demand for digital communications?

Roughly, half of all customers choose to receive and manage transactional documents online.* While some still prefer paper, even more are opting for digital delivery. As a result, businesses, like yours, are investing in new technology to keep up with these evolving expectations and demands.

However, despite the ever-increasing shift to digital communications, many organizations still rely solely on paper-based documents and manual processes. Manual document processes are time-consuming, and expensive. They require your organization to stock paper, envelopes, and other supplies along with the necessary hardware and equipment that takes up space, requires maintenance, and is not readily available if your employees need to work remotely. In addition, paper documents slow down your cash flow and can be challenging to track. Adding digital delivery channels not only satisfies customer demands but also makes your organization more nimble.

**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



"Businesses understand that (customers) are more informed and empowered than ever before, and their preferences are constantly changing."

— Keypoint Intelligence,
Drivers of Change in Customer
Communications, November 2021



**QUADIENT IMPRESS
GIVES YOU THE AGILITY
TO PREPARE
AND PROCESS
COMMUNICATIONS
QUICKLY AND
EFFICIENTLY WHILE
OFFERING YOU
THE FLEXIBILITY TO
SEND OUTBOUND
DOCUMENTS VIA
MULTIPLE CHANNELS.**

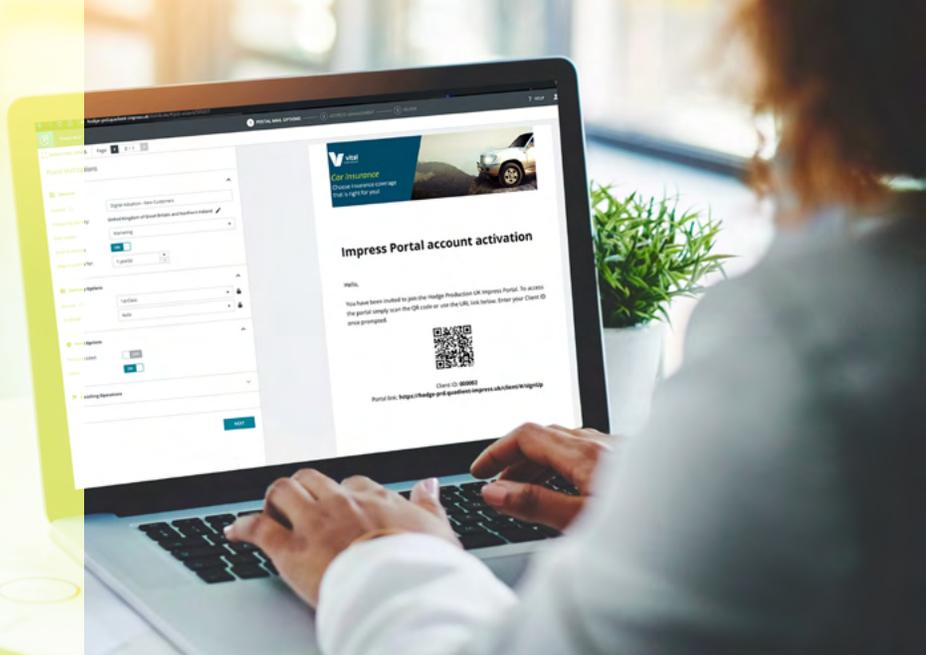
So how do you manage differing preferences when some customers want paper, some want digital, and some want both? Quadient Impress makes it easy for you and your customers to migrate to your or their channels of choice.

AUTOMATE AND ACTIVATE DIGITAL DELIVERY

Quadient Impress automates outbound customer documents through a singular cloud-based platform. Impress streamlines document workflows enabling you to deliver business-critical communications however your customers prefer, whether it be print or digital channels or a combination of both.

58% of companies surveyed in the US and Western Europe have changed how their company sends customer communications in the last two years.

— Keypoint Intelligence, Drivers of Change in Customer Communications, November 2021



ENABLE PREFERENCE SELECTION

Invite customers to select their preferred channels including tracked email, SMS text or a dedicated, secure, branded portal. Customers may also choose to receive paper communications and make changes to their preferences at any time.



BOOST CUSTOMER ENGAGEMENT

Build a richer relationship with your customers with targeted and personalized messaging. Portal customers gain secure access to current and historical documents and can view them at any time which reduces the time and cost associated with customer service calls.

STORE AND MANAGE PREFERENCES FOR FUTURE MAILINGS



Once customers select their preferred channel, Impress stores their delivery preferences. Saved preferences accelerate preparation and processing time for future mailings.

GOOD FOR CUSTOMERS. GOOD FOR YOU.

In short, Quadiant Impress delivers significant value across your business benefitting both you and your customers.

Agility - Upload and deliver communications faster while ensuring each customer receives the right document. Reallocate employee time gained to focus on what matters most.

Flexibility - SaaS platform allows you and your employees to access Impress with just an internet connection so you can process and send documents from anywhere.

Visibility - Whether your documents are system-generated or processed from your desktop, you achieve complete tracking and visibility through a single intuitive dashboard in real-time.



MOVE INTO THE FUTURE WITH A MODERN SOLUTION

Quadient Impress is a centralized platform that manages print communications and makes it easy for you and your customers to transition to paperless channels.

Speed up the delivery process, reduce costs, save time and create a more personalized customer experience with Quadient Impress.



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

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