

quadi<sup>ent</sup>

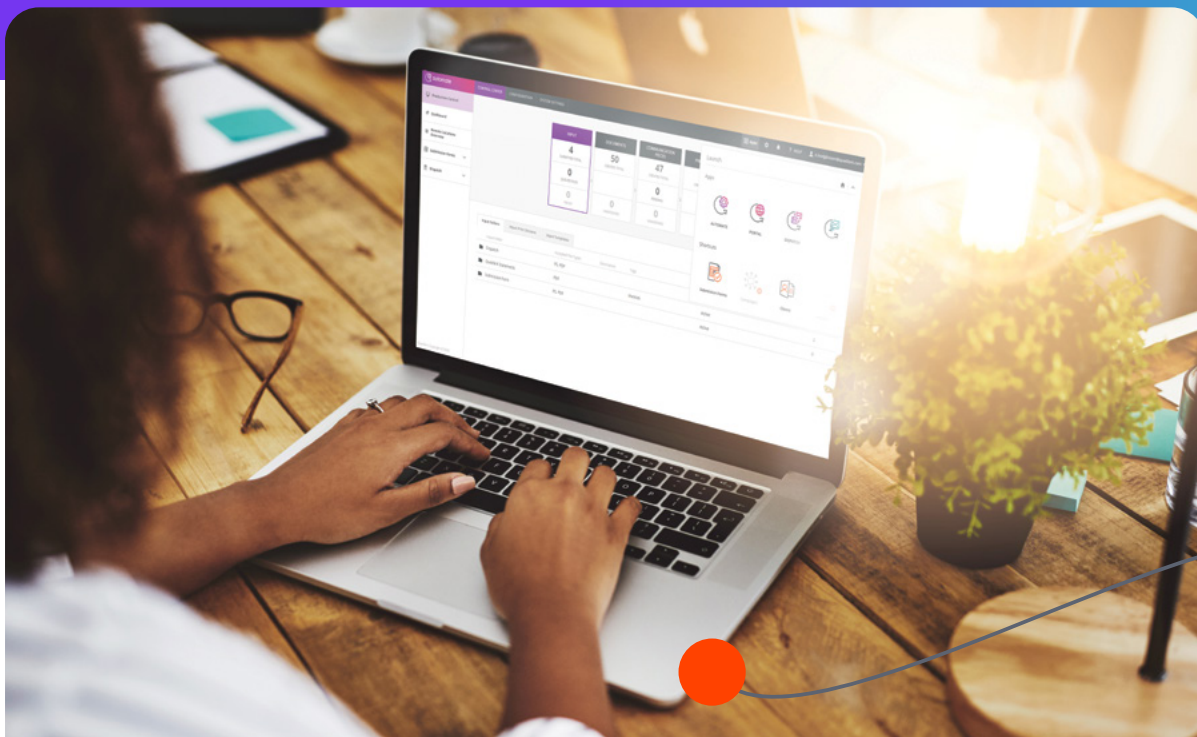
**CASE STUDY**

## Trois Moulins Habitat saves costs and increases productivity by implementing Impress Automate together with Quadi<sup>ent</sup> folder inserters



Trois Moulins Habitat, located in Seine-et-Marne, France, creates and manages affordable, quality housing for people of limited resources, in partnership with local authorities. A subsidiary of the Polylogis group, an independent property management company specialising in the construction, renovation, development, and management of social housing, Trois Moulins Habitat's mission is to develop quality social housing rentals and promote diversity and social ties.





## Optimising document delivery by eliminating manual processes

At the end of each month, Trois Moulins Habitat processes 20,000 rent statements, and sends reminders at the beginning of the following month. In between these two phases of communication, notices regarding repairs, upgrades, direct debit, etc. are also sent to tenants. This work was managed by a single employee who spent every other day processing the mailings. Not only was this task time consuming, fastidious, and had little added value, the mailings processed this way were also not trackable.

Trois Moulins Habitat had been equipped with Quadient folder inserters for over 20 years. After learning of Trois Moulins Habitat's latest challenges with their mailings, Quadient introduced to them its cloud-based document management solution, [Quadient® Impress Automate](#), to help save costs and labour, and increase productivity by combining all documents for each recipient into a single

mailing. Impress Automate centralises the preparation and distribution of documents, and secures the preparation process with its intelligent barcode technology to ensure that the right document is placed in the right envelope. Documents intended for the same tenant are sorted and combined to improve the customer experience and reduce overall postage costs.

**“Our ability to send all of our documents at the same time allows us to provide a personalised experience that is highly valued by our tenants, and significantly reduces an overabundance of mail”**

— Isabelle Bodin, Head of General Services at Trois Moulins Habitat.





## Trusted partnership brings smooth transition to digital processes

Transition to the automated document delivery process was made gradually to allow the staff to get accustomed to the digital tools and IT workflows. Meetings were organised with the Quadient technical team and all the Trois Moulins Habitat staff to get them familiarised with the functionalities of Impress Automate. They also had the opportunity to see the solution in action in another company to better understand its use and benefits.

Once comfortable, they launched a pilot with the sending of receipts. Quadient was able to implement Impress Automate very quickly, and the Trois Moulins Habitat team was able to take full advantage of the solution without any obstacles. With the success of the pilot, they extended the solution to the whole company to send all types of documents via the tool.

**“I can only speak highly of Quadient’s support throughout the installation of Impress Automate. I had a lot of reluctance at first because I was not familiar with the system at all, but Quadient took the time to remove all our doubts with their expertise and advice. And even after the installation, they checked in on us for months to make sure that everything was going well”**

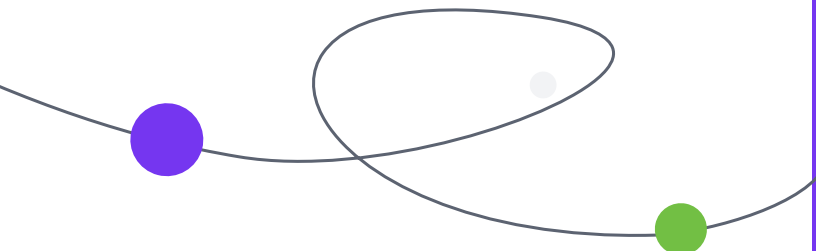
— Isabelle Bodin, Head of General Services at Trois Moulins Habitat.



**“WE ARE VERY HAPPY WITH IMPRESS AUTOMATE. IT ELIMINATES REPETITIVE TASKS AND SIGNIFICANTLY LESSENS THE AMOUNT OF TIME SPENT ON THE MAIL MACHINES EVERY DAY. WE CAN SEND UP TO 11 DOCUMENTS WITH THE QUADIENT SOLUTION. WE HAVE GAINED PRODUCTIVITY AND CONSIDERABLE SAVINGS, WHILE PROVIDING A TAILORED COMMUNICATION EXPERIENCE FOR OUR TENANTS.”**

**Isabelle Bodin**

Head of General Services at Trois Moulins Habitat



## Better employee and tenant experience, plus other gains for the company

Two employees are now using the folder inserter together with Impress Automate. Each employee is completely autonomous, using the tools independently and/or collaboratively thanks to a simple and intuitive interface. With the time saved from handling manual processes, they can now devote themselves to other tasks with higher added value.

Impress Automate has generated significant benefits for Trois Moulins Habitat:

- Time savings, with employees having to process mailed communications only twice a month instead of every other day
- Reduction in costs thanks to decreased use of envelopes and postage from the consolidation of mailings
- Improved communications with tenants, with timely communications going out every month instead of

being spaced out because they were too costly. This has greatly reduced the number of calls to the company as tenants now receive information in a timely manner.

- A positive impact on the environment, with three documents now being sent in one envelope instead of three separate envelopes previously.

Bearing a positive ecological impact is becoming increasingly important to Trois Moulins Habitat as they look to reduce their paper consumption. Fortunately, Impress Automate allows documents to be sent by mail or digitally by SMS, email, or through a web platform. Since September 2022, Trois Moulins Habitat has been distributing part of their communications by email, in just a few clicks, from the staff's workstations.



# quadi<sup>ent</sup>



### About Quadiant®

Quadiant 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, Quadiant helps hundreds of thousands of customers worldwide simplify the connection between people and what matters.

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