



# quadiant

## CASE STUDY

### Quadiant's suite of solutions helps MTS Logistics deliver securely and efficiently for two decades



MTS Logistics is an insured and bonded mail forwarder serving the delivery needs of healthcare communities in the province of British Columbia (BC), Canada. Based in Burnaby and founded in 1986, the company has grown, with a unique infrastructure and custom digital tracking systems in place that reliably and securely serve more than 9,500 clients with daily deliveries to over 20,000 healthcare locations around BC. Clients include hospitals, medical and dental offices, labs, insurance companies, associations, non-profit organizations and higher education institutions in the healthcare sector.

#### Long-time partnership supports business growth

MTS Logistics has been a Quadiant customer for almost 20 years. As a forward-thinking company, MTS continually seeks out the latest technologies to manage their customers' growing needs. Starting with Quadiant's mailing systems and folder inserters, they have added digital and addressing printers, and more recently, intelligent software to meet their customers' mailing and delivery demands.

Today, MTS Logistics utilizes a suite of solutions from Quadiant, including two [IS-6000 mailing systems](#), two DS-200i folder inserters, several digital color and address printers, and [Automated Insertion Management System \(AIMS\)](#) and [Impress Automate](#) software to ensure mail integrity and security. The IS-6000 is a high-volume, heavy-duty mailing system designed for productivity, operability, and efficiency. MTS is able to process 300 letters per minute with the IS-6000 and fold, insert, and seal up to 5,000 envelopes an hour using the DS-200i folder inserters. Annually, MTS processes around 2.5 million pieces through the folder inserters, 1.75 million pieces through the mail meters, and 1 million pieces through Impress.

## Intelligent software essential for improved service

“We required a more closed-loop system to ensure the integrity and security of each confidential mail piece, which is critical in the healthcare industry. We also wanted better reporting and quality control on the insertion process. With AIMS directly integrated with the folder inserters, we are assured that every piece of mail in a job is processed accurately, and we can get verification and reporting in real time. Our clients are now also able to implement data sharing from their end with this tool,” explained Angela Cooper, Distribution Manager at MTS Logistics.

At the same time, their outbound document workflow was also becoming more challenging as their clients’ files kept multiplying. Through ongoing contact with the Quadient team, MTS Logistics learned of Impress Automate, a user-friendly, scalable SaaS solution that automates the entire customer communication workflow, simplifying the preparation and multi-channel delivery of business communications.

**My Quadient team is always knowledgeable about our needs and make excellent suggestions on solutions. They recommended the Impress solution, which allowed us to create templates for documents based on the client’s numerous files. This really streamlined our printing process and supported our digital journey in a progressive way.**

—Angela Cooper, Distribution Manager at MTS Logistics

## Well positioned for continued advancement

As the healthcare industry continues to require a time sensitive, cost effective, reliable and secure system of distribution of business-essential documents, MTS Logistics is poised to achieve their mission to serve as a network for the exchange of information and documents within the healthcare communities with the help of Quadient’s solutions.



**WE ARE CURRENTLY WORKING ON SEVERAL DIGITAL TRANSFORMATIONS IN HOUSE, AND AS TECHNOLOGY ADVANCES, WE WILL ALWAYS FIND MORE WAYS WE CAN EXTEND OUR WORK WITH QUADIENT. THE CUSTOMER, TECHNICAL, AND REPAIR SERVICE HAS ALWAYS BEEN EXCELLENT; THE EQUIPMENT IS RELIABLE AND THE SOLUTIONS FIT OUR BUSINESS NEEDS. WE HAVE ALWAYS BEEN SATISFIED WITH THE ABOVE-AND-BEYOND SERVICE AND SOLUTIONS PROVIDED BY QUADIENT.**

— Angela Cooper, Distribution Manager at MTS Logistics

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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 [quadient.com](https://quadient.com).

