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CASE STUDY

Handirect Services boosts productivity and employee performance with Quadi⁷ent's DS-77 iQ folder inserter



Handirect Services is an outsourced administrative services center with over 25 years of experience. The company supports more than 1,600 customers with their administrative tasks through its 16 branches, called agencies, located throughout France. Handirect Services takes care of customers' outsourced administrative activities such as mail management (direct mail, mailing, printing, routing mail) and back office administration. Handirect is also an adapted company, with 70% of its 180-person workforce powered by people with disabilities.



AS A PROGRESSIVE AND ADAPTED COMPANY, WE ARE COMMITTED TO FINDING THE BEST TOOLS THAT EMPOWER OUR EMPLOYEES TO PERFORM THEIR BEST. WE ARE PLEASED TO HAVE FOUND A SUPERIOR MACHINE IN QUADI⁷ENT FOLDER INSERTERS AND TO HAVE MAINTAINED A STRONG RELATIONSHIP WITH THE COMPANY THROUGH ALL THIS TIME. HANDIRECT HAS BEEN ABLE TO NOT ONLY IMPROVE EMPLOYEE PROFICIENCY, BUT ALSO PRODUCTIVITY AND EFFICIENCY IN SERVING CUSTOMERS THANKS TO QUADI⁷ENT'S FOLDER INSERTERS.

— Juli Molinaro,
Branch Manager at Handirect Services



Mail prep automation for the highest levels of productivity

Handirect's Saint-Brieuc agency has been utilizing Quadient mail management solutions for almost 10 years and benefitted from Quadient's DS-75 folder inserter by adapting it to their specific needs for preparing and sending mail more easily and intelligently. Handirect Services knows firsthand that automating the mail stuffing process reduces the risk of errors, increases efficiency, and significantly reduces the time needed to prepare and send mail. The folder inserter's ability to quickly process large volumes—up to 3,600 envelopes per hour—had also significantly improved the company's productivity.

The company processes a variety of mailings, including invoices, informational letters, instructions for use, reclamation forms, return envelopes, and flyers, which make up nearly 70,000 items per month. As volumes increased over the years, Handirect Services found that they needed a more powerful machine to manage the time-consuming yet essential task of mail processing. In addition to increased processing capacity, they found that they also needed to handle smaller formats such as flyers, which was a new customer requirement. The company turned to Quadient for more advanced technology to meet their growing needs.

Trusted partnership brings smooth transition to heightened performance

After meeting with Handirect Services to understand their requirements, Quadient recommended the [DS-77 iQ folder inserter](#) to take on Handirect's growing customer demands. Following a quick installation of the new machine, Handirect Services was able to continue with their work more smoothly, as expected. The agency's team of 10 staff easily transitioned to the new folder inserter without any particular training and now collaborate effortlessly using the machine. The DS-77 iQ is completely autonomous and is intuitive to use. Intelligent features such as the touch screen and ergonomic navigation menu simplify the creation and modification of tasks and scheduling of shipments.

"The DS-77 iQ brings many benefits to our employees in their daily tasks," said Juli Molinaro, Branch Manager at Handirect Services. Staff can track jobs in real time and proudly report on their productivity now that the new folder inserter can process up to 3,800 pieces of varied document sizes and types in an hour. Staff also has peace of mind knowing that mail assembly is conducted with integrity and in compliance with regulatory requirements, while being able to reach Quadient technicians with ease for remote assistance and diagnostics should the need arise.

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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

