

Eliminate manual processes, automate customer communications

With shipping volumes on the rise and customer expectations at an all-time high back-office wholesale operations are feeling the pressure. In today's rapidly changing environment, the ability to adapt and respond to ongoing challenges will determine your long-term success.

Many wholesale distributors continue to rely on manual, labour intensive, high-volume document processing with limited visibility, transparency and integrity. Manual processes are more likely to cause errors that could lead to customer dissatisfaction and potential financial impact such as delayed cash collection.

Now more than ever, wholesale distributors are rethinking how they manage and send critical customer communications like invoices, statements, dunning letters, new product introduction documents, price lists and more.

Quadient offers user-friendly, flexible solutions that automate your entire customer communication workflow to help you meet business challenges now and in the future. Our solutions enable you to send transactional documents via any combination of channels - Print, Digital or Outsource depending on which delivery channels make the most sense for your organisation and your customer preferences.

Designed to meet the needs of wholesale distribution organisations, which require the ability to support legacy systems and processes, Quadient's best-in-class suite of solutions give you the agility to respond and adapt quickly to changing customer and business demands.

**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
personalised
experiences
annually



“ This multi-channel solution has transformed our monthly invoicing process, slashing the time spent on the activity from approximately 60 hours a month to around 30 minutes.”

— Matthew Bush, Finance Director,
Rabart Decorating Centres



“ 88% of surveyed organisations realised positive benefits having high value employees focus on higher value tasks.

— TechValidate Customer Survey, November 2019



61% of surveyed organisations reduced their overall costs by 25% or more using Quadient Impress



52% of surveyed organisations 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 as well as promote your corporate identity. 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 documents promptly reach their intended recipient. Documents are automatically stored and may be easily retrieved by the customer to enable self-service and reduce customer service requests.



Centralise critical customer communications

Leverage your existing infrastructure and ensure brand consistency by centralising business communications. Impress Dispatch consolidates desktop communications from multiple office locations and is ideal for organisations with an on-site and a remote workforce. Users simply prepare outgoing ad hoc documents from their desktops and send them directly to a centralised mail production centre or to your customer's dedicated, secure document portal. Impress Dispatch has a built-in approval process that allows you to maintain control and consistency over your customer communications, ensuring they are consistent, professional and promote a positive customer experience.



Prep and deliver mail without leaving your desk

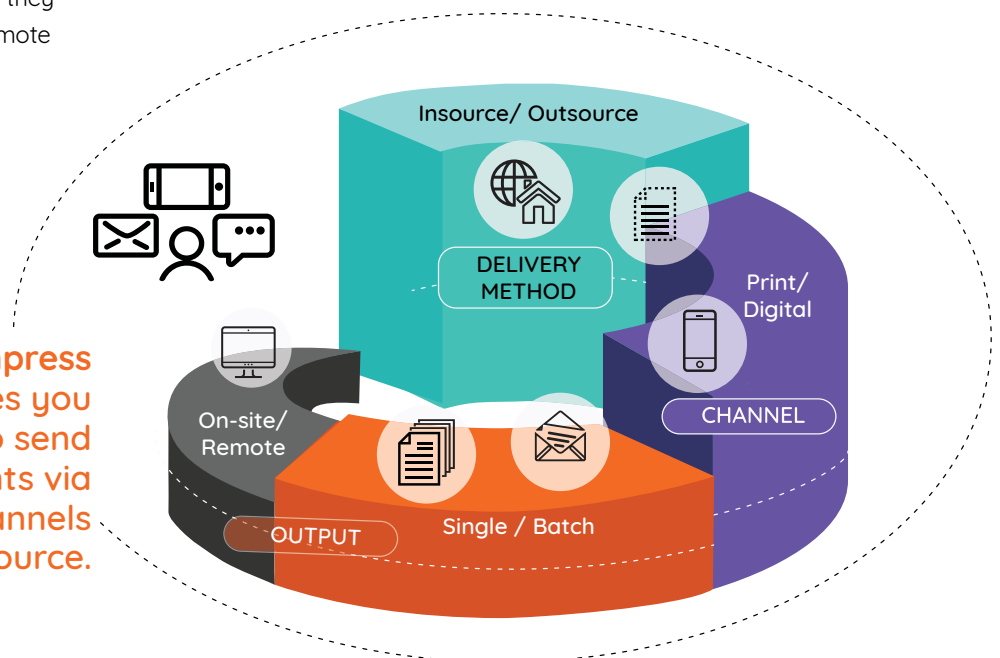
Eliminate the distraction of mail processing and focus on your core business activities. Impress Distribute allows you to print, sort, stuff, frank as well as deliver the mail to the post office all without leaving your desk. This solution handles the preparation and delivery of your business communications from your computer in just a few clicks. Users can upload documents via a user-friendly SaaS application for Quadient's mail production facility to handle the rest.



Easy integration 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 you the flexibility to send transactional documents via any combination of channels - Print, Digital or Outsource.



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 wholesaler 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 best in class range of folder inserters fill from 1350 envelopes per hour to over 12000 per hour. So there is bound to be a model for you.

Choose the perfect size and model for your organization and accelerate your workflow.

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, optimise employee time, and build a more personalised relationship with your customer.

Optimise. Transform. Engage with Quadient. Because connections matter.



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.

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