

IMPRESS CUSTOMER  
COMMUNICATION  
AUTOMATION PLATFORM



## Future-Proof Your Business with Quadient Impress

Does your business rely on outdated manual processes to send transactional documents, like invoices, notifications, and letters?

Every day external factors like rising customer expectations, an evolving business landscape, and an increasing hybrid workforce are adding more complexity to your mailing operations. In today's dynamic work environment, the ability to meet these challenges is essential to your long-term success.

Now more than ever it's time to evaluate how you manage business-critical customer communications.

### INCREASE BUSINESS AGILITY THROUGH INTELLIGENT PROCESS AUTOMATION

Quadient Impress is a customer communication automation platform that simplifies the distribution of customer documents. Impress improves processes, reduces costs, and enables you to concentrate on what matters most.

Impress enables your organization to respond and adapt quickly to ongoing challenges and demands and ensures your business-critical communications continue to flow.



**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



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Quadient Impress has transformed the way we send customer invoices and has freed up employees to focus on higher-value tasks.”

— Ed Fox, Controller, Groov-Pin

**QUADIENT IMPRESS HELP YOU SUPPORT TODAY’S NEEDS AND ADAPT TO TOMORROWS CHANGING REQUIREMENTS. THE PLATFORM’S MODULAR ARCHITECTURE LETS YOU CONFIGURE A SOLUTION THAT MEETS YOUR SPECIFIC NEEDS AND EVOLVES WITH YOU AS YOUR BUSINESS GROWS.**

### **DRIVE DOWN COSTS AND FREE UP EMPLOYEE TIME**

Significantly decrease the time it takes to prepare outbound communications by eliminating repetitive manual tasks so your staff can spend more time on more meaningful work. Impress speeds up the document delivery process and consolidates communications from multiple locations, saving you money on postal costs and mailing supplies.

### **GAIN FULL VISIBILITY TO ENSURE PROCESS INTEGRITY**

Utilizing intelligent technology, Impress reduces the risk of human error that can occur when manually sorting, grouping, and collating documents. The platform manages pre-defined business rules eliminating the need for manual intervention and ensuring the right document always goes to the right customer.

Impress provides complete control over your outbound document workflow. Track detailed status in a single user-friendly dashboard for both print and digital communications, whether employees send batch output from back-office systems or generate individual communications from their desktops.

### **MANAGE THE TRANSITION TO DIGITAL FROM ANYWHERE**

Impress offers the flexibility to send communications through multiple channels – print, digital, and outsource. The intuitive, SaaS-based platform is ideal for organizations with on-site and remote workforces. Digitize your entire customer communications process and gain access to a full range of capabilities, including assisting customers with their transition to digital.





## MODERNIZE AND TRANSFORM YOUR CUSTOMER COMMUNICATION STRATEGY

Leverage your existing infrastructure and retain brand consistency by centralizing customer communications. Users simply prepare documents and send them for processing to their mail production center, a secure outsourced mailing facility, or directly to a customer's preferred digital channel. The platform's built-in approval process allows administrators to review outgoing documents to ensure they are consistent, professional, and reflect your desired brand image. Track distribution status and history in real-time with dynamic dashboards and gain full visibility into your document process.



## MAXIMIZE EMPLOYEE PRODUCTIVITY AND ENGAGEMENT

Free up employee time by automating the mail prep process. Gain additional time savings by offloading the production of mailings to Quadient's secure, outsourced mailing facility. Reduce the prep time of one, ten, or thousands of documents to just a few clicks. With the Impress hybrid mail solution employees can prepare, print, sort, stuff, meter, as well as deliver the mail to the post office or send communications through digital channels without leaving their desk.

Reallocate the time gained to higher-value tasks by limiting time-consuming customer service calls. With Quadient Impress, customers are able to answer routine requests and inquiries such as previously sent invoices or other transactional documents.



## IMPROVE CUSTOMER EXPERIENCE BY ENABLING DELIVERY PREFERENCE

Transitioning customer documents to paperless delivery has never been easier. Address the growing demand for digital delivery by migrating your customers to electronic communications with built-in digital adoption campaigns. Your customers can choose their preferred digital channel, such as email or a secure, branded portal or choose print mail. Once selected, Impress intelligently manages their selection for future communications.

Customers who choose the portal option get 24-hour access to new and historic documents. Digital documents are automatically stored for easy retrieval, while providing you with greater visibility to ensure important documents promptly reach their intended recipient.

Go green, with eco-friendly, delivery channels that reduce your carbon footprint and promote a modern corporate image.



**We wanted to equip our employees to work in a more agile way - not to be tied to a particular location by manual processes.”**

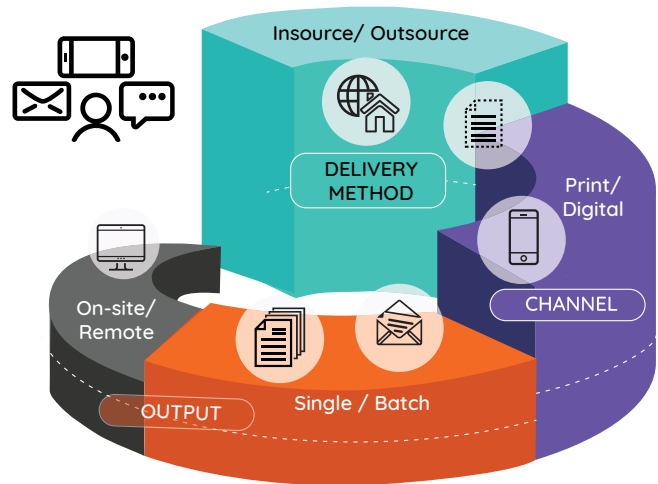
**— Richard Pearce, Procurement Facilities and Insurance Manager, Grand Union Housing Group**

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With the help of Impress, we have fully automated our outgoing document process. We are able to prepare and secure thousands of outgoing letters 80% quicker than before. What used to take a week, now only takes a day.

— Peter Wilshaw, IT Manager, Claim Eazy

Quadient Impress gives you the flexibility to send transactional documents via multiple channels – print, digital or outsource.



## EASY TO INTEGRATE INTO YOUR EXISTING OPERATIONS

Quadient Impress offers modern, advanced technology yet is turn-key and simple enough to incorporate into legacy systems and processes. The plug-in architecture gives you the flexibility to customize the solution to best fit your business needs. For more complex configurations, our experienced Professional Services Team is ready to support your specific requirements and deliver a solution tailored to your organization.

## A PLATFORM THAT GROWS AND EVOLVES WITH YOUR BUSINESS

Quadient Impress is user-friendly and scalable. It's a one-time investment that evolves with your business, allowing you and your employees to spend more time innovating and less time administrating. Get multi-channel document automation from a single flexible platform. Save time, reduce costs, eliminate risk and improve customer relationships for years to come. Solve today's challenges while being prepared for whatever tomorrow may bring with Quadient Impress.

**quadient**  
Because connections matter.

### 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](http://www.quadient.com)

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