

# Proof that outsourcing your mail is right for you



58%

Companies surveyed in US and Western Europe have changed how their business sends customer communications since 2020

## Top Five Reasons Why Businesses Choose to Outsource Mail Prep



Fast turnaround



Reduced overhead costs



Increased process efficiency



Reduce hardware and software investments



Access to volume mailing discounts



66%

34%

66% of businesses surveyed who invested in outsourcing are **unlikely to bring it back in-house**



## Percent of Staff Working Remotely at Least One Day a Week

Now

28%

25%

31%

in 12 Months

24%

20%

28%



- The percentage of employees working remotely are projected to decline marginally over the next 12 months
- Adds fuel to the ongoing demand for cloud-based solutions
- Highly impacts how customer communications are managed

Total

U.S.

WE



## PRIMARY OUTSOURCING CONCERNS RAISED BY BUSINESSES SURVEYED

	Total	U.S.	WE
Information Security Concerns	48%	50%	46%
Too costly	43%	50%	34%
Not enough flexibility	39%	41%	36%

Source: Keypoint Intelligence, November 2021; Base: 473 respondents that internally prepare, print and/or distribute (mail or electronic) customer communications.



# impress distribute



Impress Distribute is a cloud-based outsourcing solution that reduces mail prep and processing to just a few clicks.



**Security:** Adheres to the strictest industry standards and latest best practices for regulatory compliance, corporate and social responsibility. Documents are delivered and managed with the highest integrity



**Cost:** Subscription and usage-based pricing to meet your budget requirements



**Flexibility:** Prepare and send document from anywhere via print or digital channels according to customer preference.



Impress Distribute guides you through the process for both printed and digital communications. Upload documents to the user-friendly platform for Quadient's certified production facility to handle the rest

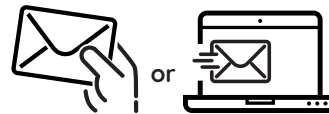
### Send and manage mailings in three easy steps:

1.



Upload your documents

2.



Select physical or digital delivery

3.



Move on with your day

# Just ask our customers...



“ This service has allowed those employees working remotely to bill out accordingly. It has improved the turnaround time for bills to be resolved as well.

— Rachel Bruce, Denial & Underpayment Specialist, accelclaims



We gain security, knowing that our Medicare regulated mail times are being met by a company that has an outstanding business continuity plan.

— Kelly Reynolds, UM Compliance Manager, Southwestern Health Resources.



I am now able to send out statements to all of our tenants in 5 to 10 minutes tops.

— Joe Aguilos, Student Housing Coordinator, Rose Hill Asset Management Corporation



**quadi<sup>ent</sup>**  
Because connections matter.

## 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 [quadiant.com](http://quadiant.com).