



IMPRESS AUTOMATE

Automating Outbound Document Processes

SMART CHANGE STARTS HERE.

 **CANON SEE IMPOSSIBLE**

Are manual document processes holding your business back?

In today's rapidly changing business environment, it is challenging to keep up with external demands if your employees are weighed down by tedious manual tasks. However, many small to medium-sized businesses still rely on repetitive manual processes to send critical transactional documents such as invoices, statements, notifications, and contracts.

Outdated methods hinder your ability to remain agile and competitive. The fact is, manual processes mean higher operational costs and lower employee productivity. Most importantly, manual processes can expose your company to the potential risks associated with human error, such as compliance issues, that could compromise your customers' experience or affect your credibility.

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



"Over 68% of businesses surveyed said their organization has saved money and improved process efficiency by digitizing core activities."

-Keypoint Intelligence InfoTrends,
Mail Technology & E-Delivery Adoption (July, 2018)

What are the Benefits of Automating Outbound Document Processes?

Imagine reducing the time and effort spent on a large, disruptive mailing from a few hours to a few clicks. A few simple enhancements to your customer communication process is all it takes to:



Optimize costs



Eliminate repetitive tasks



Increase employee engagement



Help ensure compliance and security



Improve customer experience

Is outbound document automation right for my business?

In order to remain competitive, organizations must find ways to maximize their business velocity. Eliminating inefficient manual processes is one way to achieve core business objectives. An optimized mail workflow should meet the needs and requirements of your business, as well as your customers, and make the most of your internal resources. If any of the below scenarios sound familiar, it may be time to rethink how you prepare and send critical customer communications.

- Do you experience delays in sending out customer communications?
- Do you rely on employees to pitch in and prepare mail in addition to their core responsibilities during peak periods?
- Are your employees manually sorting documents, pulling exceptions, such as zero balance invoices, and double or triple-checking that envelopes have the correct materials?
- Are there systems in place that guarantee your customer information is secure and compliant during the mail preparation process?
- Are you using any mailing system equipment like a folder inserter to accelerate preparation?

Why Choose Impress Automate

Impress Automate is an intelligent outbound document automation solution that helps you produce actionable, personalized, and secure communications. With its ability to manage pre-defined business rules, Impress Automate helps to streamline and accelerate document preparation and distribution, providing you with complete control over your customer communication process while optimizing efficiency. This flexible, scalable, cloud-based solution is easy to implement and does not require major IT intervention or resources to integrate with your existing systems.



Elevate Employee Engagement and Productivity

Looking to significantly decrease the time it takes to prepare customer communications to allow your employees to focus on higher value, revenue-driving responsibilities? Impress Automate helps you accelerate prep time with an easy-to-use, intuitive interface. Streamline workflows from anywhere using Impress Automate's browser-based technology.



Support Regulatory Compliance and Security

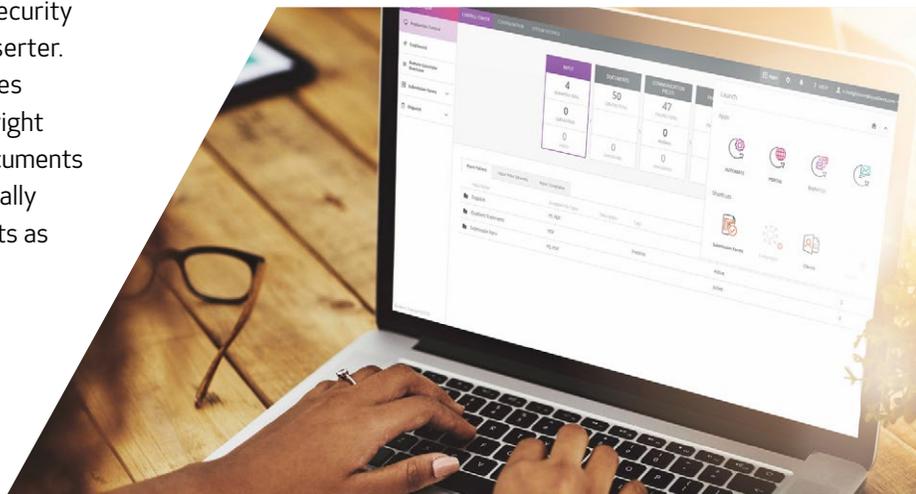
Impress Automate supports document integrity and security when used with mailing equipment, such as a folder inserter. The solution's intelligent barcode technology designates documents for specific individuals to help ensure the right document goes into the correct envelope. Different documents intended for the same customer may also be automatically grouped into a single envelope to optimize postage costs as well as to help enhance customer experience.



Improve Customer Experience

Add targeted and personalized messaging and deliver documents via the channel that your customers most prefer. Impress Automate helps you shift customers to digital delivery for some or all of your communications through its integration with Impress Portal.

Spend more time innovating and less time administrating to focus on what matters most. Let Quadient help you take the next step toward your digital transformation.



“In the past, it would take five volunteers two full days to prepare direct mail to go to 4,500 donors. Now we can prepare mail in under an hour.”

*-Irene Timmons, head of fundraising,
Make-a-Wish Foundation*

Canon

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