

## Evolve and Scale Your Business with Intelligent Document Output Management

Business communication processes are rapidly changing from paper-based transactions to complex, multi-channel customer interactions. As technology continues to emerge and evolve, staying ahead of the curve has become an even greater challenge. Yet, many small to medium sized businesses still rely on repetitive manual tasks and legacy systems to send, receive, and process critical customer documents such as invoices, statements, notifications and contracts.

The fact is, manual processes mean higher operational costs and lower employee productivity. Most importantly, manual processes leave your company exposed to potential risks. Lags in delivery and response times and data privacy breaches due to human error, may compromise your customer's experience and hurt your credibility. Quadient's OMS-500 solves these challenges by taking existing documents and transforming them into streamlined and secure multi-channel communications.

**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



**“Errors related to manual processing (sorting and grouping) have all disappeared with Quadient’s OMS-500 software. It allows us to focus on other, more important tasks.”**

Pierre Fenestraz, co-manager of Althus

“We have fully automated our outgoing mail prep process with the help of OMS-500 and a Folder Inserter. Claim Eazy is able to prepare and secure thousands of outgoing letters 80% quicker than before and has cut down on our manual labor hours. What used to take a week, now only takes a day.”

Peter Wilshaw, Claim Eazy,  
IT Manager

Focusing on customer retention can increase revenue over an 18-24 month period by as much as 80%+, reduce customer acquisition costs by 30%+, and increase total customers by 1.5x.

Harvard Business Review.  
“The Value of Keeping the Right Customers”, Oct 2014.

## PROTECT YOUR BUSINESS'S NUMBER ONE ASSET - YOUR CUSTOMERS

OMS-500 document output management software helps you produce actionable, personalized and secure communications, using a simple intuitive interface. Deliver documents to the right person, at the right time, through their desired channels - all via a web-browser on a desktop.



### **SPEND MORE TIME INNOVATING AND LESS TIME ADMINISTRATING**

Imagine reducing the time and effort spent on a large disruptive mailing from a few hours to a few clicks. OMS-500 is an end-to-end solution that helps companies, like yours, optimize operational costs, improve the customer and employee experience and lets you and your staff focus on what matters most.



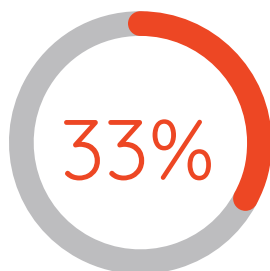
### **DISCOVER A SCALABLE SOLUTION FOR PHYSICAL AND DIGITAL MAIL**

OMS-500 offers enterprise-level technology that you can scale and adapt at your own pace. Its flexible, single platform helps you manage physical, digital and hybrid mail depending on the combination that makes the most sense for your organization's requirements and your customers' preferences.



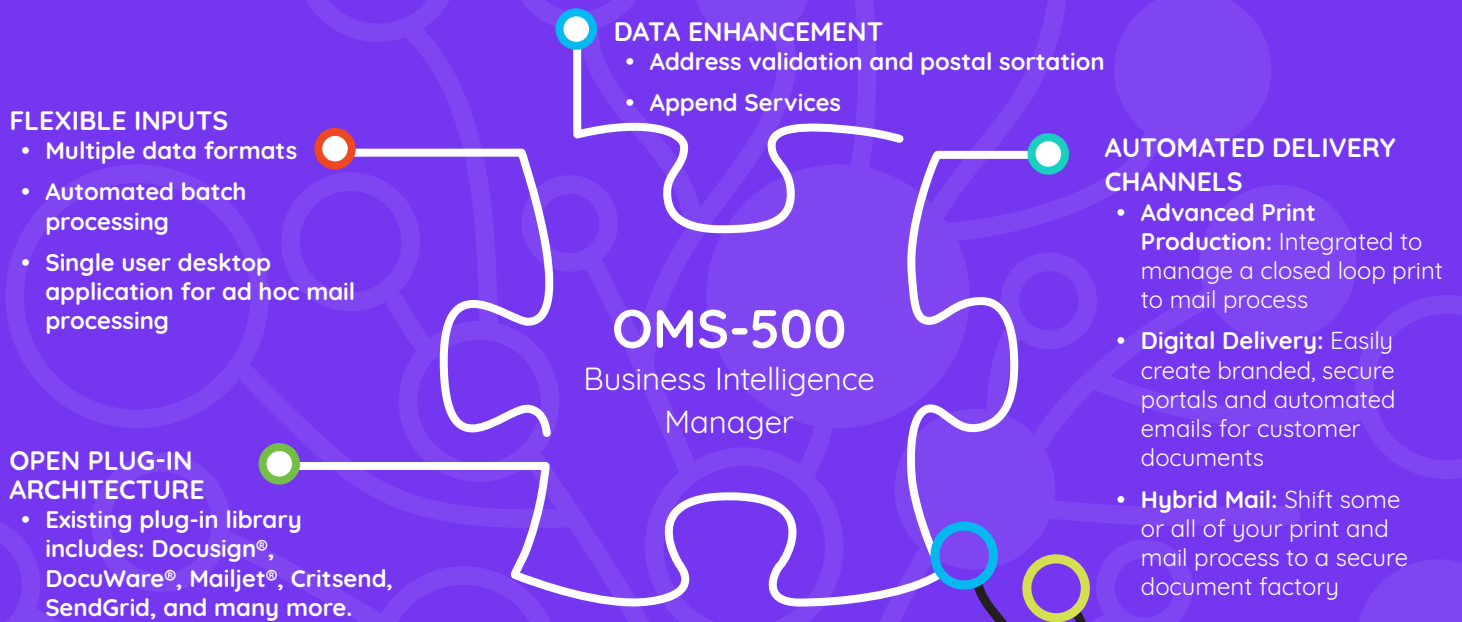
### **CENTRALIZE DOCUMENT PROCESSING THROUGH AUTOMATION**

OMS-500 automates and centralizes document preparation and distribution, giving you complete control over your customer communication process with advanced tracking and visibility. Through its intelligent barcode technology, OMS-500 assigns selected documents to specific envelopes when used with your mailing hardware, such as a folder inserter. Documents intended for the same customer may be sorted and collated into a single envelope to enhance customer experience, reduce your total postage spend and allow for pre-sort discounts.



**33% OF CUSTOMERS WILL CONSIDER SWITCHING COMPANIES AFTER JUST ONE INCIDENCE OF POOR CUSTOMER SERVICE.**

Businesswire. “#WellActually, Americans Say Customer Service is Better Than Ever,” Dec 2017.



## ENHANCE THE VALUE OF YOUR SOLUTION WITH CONVENIENT PLUG-INS

### Leverage existing mail processing assets across your entire organization with Mail Centralizer

A perfect solution for ad-hoc mail. Employees prepare, review and approve outgoing documents from any location, and send them to a centralized mail production center.

### Offload your print and mail process with Hybrid Mail

Save employee time by eliminating the need to print, fold, and stuff outgoing mail in-house. Prepare documents according to your specifications and our state-of-the-art print and mail facility will do the rest.

### Create a secure, branded Document Delivery Portal in minutes

Offer your customers a secure web portal where they may access, share and archive their documents electronically. Track the delivery of your communications and see when customers download and view their communications.

### Automated e-Signature Service by DocuSign®

Send and sign agreements electronically from just about anywhere. DocuSign's integration with OMS-500 allows you to send fully automated batches of documents instead of one by one.



### Securely store and search through DocuWare®

Get cloud storage from an industry leader through our partnership with DocuWare. Securely archive business documents of all types produced by OMS-500 for easy retrieval.

### Improve email deliverability with our tracked email service by Mailjet®

Ensure that documents reach your intended recipients. Mailjet verifies delivery and decreases the likelihood of your communications ending up in a spam folder.



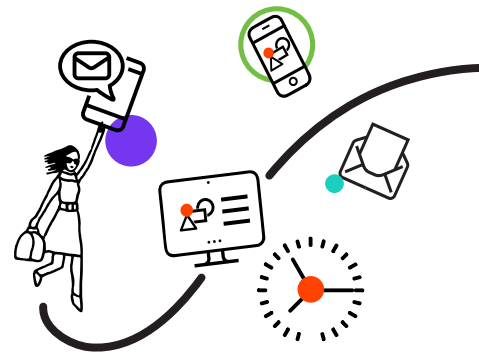


## EASILY INTEGRATE INTO YOUR EXISTING SYSTEMS

OMS-500 does not require major IT intervention or resources to integrate and is available on-premise or as a SaaS solution. Plug-in architecture allows you to fully externalize and customize OMS-500 with the applications and value-added services that best fit your needs now and in the future. Count on our experienced team to assist you every step of the way from configuring OMS-500 to fit your specifications, through implementation and training.

## EXCEED EVERYONE'S EXPECTATIONS

OMS-500 is a one-time investment that is able to grow with your business, giving you the flexibility to add more services as your company evolves. Spend more time innovating and less time administrating. Save time, money, and improve customer relationships for years to come.



**“We continue to find new ways to bring value. We find new opportunities where we can leverage what we know about Penn State to do something different. That’s an example of how...with OMS-500 we continue to find pockets of value that haven’t been there before.”**

Abbas Badani, Director,  
Multimedia and Print Center,  
PennState Multimedia & Print  
Center

# Mailing Methods

## About Quadient®

Quadient 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 A of Euronext Paris and belongs to the SBF 120 index.

For more information about Quadient, visit [quadient.com](https://www.quadient.com)