# BUSINESS CASE

## DODGE COUNTY CLERK
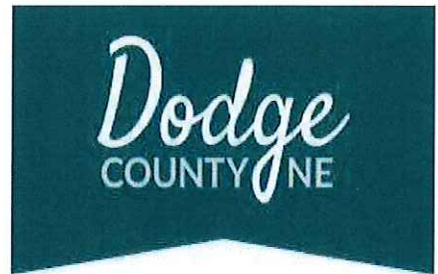## Automating Valuating Notices

Prepared for: **Dodge County Clerk**

Proposal date: **5/16/2022**

Valid until: **5/30/2022**

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Dodge
COUNTY NE

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# Executive Summary

## CHALLENGE

- Current manual process involves printing, folding and stuffing envelopes constantly (Extreme manual process to get the mail out)
- No system in place to automate the mail process and causes delays at time to get regular business activities done in a timely manner
- Certain times of year, especially when valuation notices are going out, the entire office spends 3-4 days hand folding, and stuffing envelopes (7 people for days at a time)
- Future growth is challenged by lack of a repeatable, automated and flexible solution
- Lease on obsolete postage machine expires on 5/13/2022

## Executive Summary

### RECOMMENDATIONS

- **Employ an Output Management Solution capable of:**
  - Completely automating document workflow with the addition of an Intelligent Reading inserter to replace hand folding and stuffing and guarantee that 100% the right information is inserted in the right envelope.
  - Inserter integrity and utilization of a 2d barcode
  - Employ a new postage machine that is compliant with new USPS standards

- **Employ a fulfillment Solution capable of:**
  - Completely automating document workflow with the addition of an Intelligent Reading inserter

- **Create a growth and sustainability strategy to accommodate adding additional locations easily**

  -- Optionally, we can allow for _electronic mail (if desired)_ to be added down the road as well.


_IE – The "electronic mail" is a feature that is included and if needed can be used as an outsourcing solution if you need it. There is a charge per mail piece but only if you USE this function_
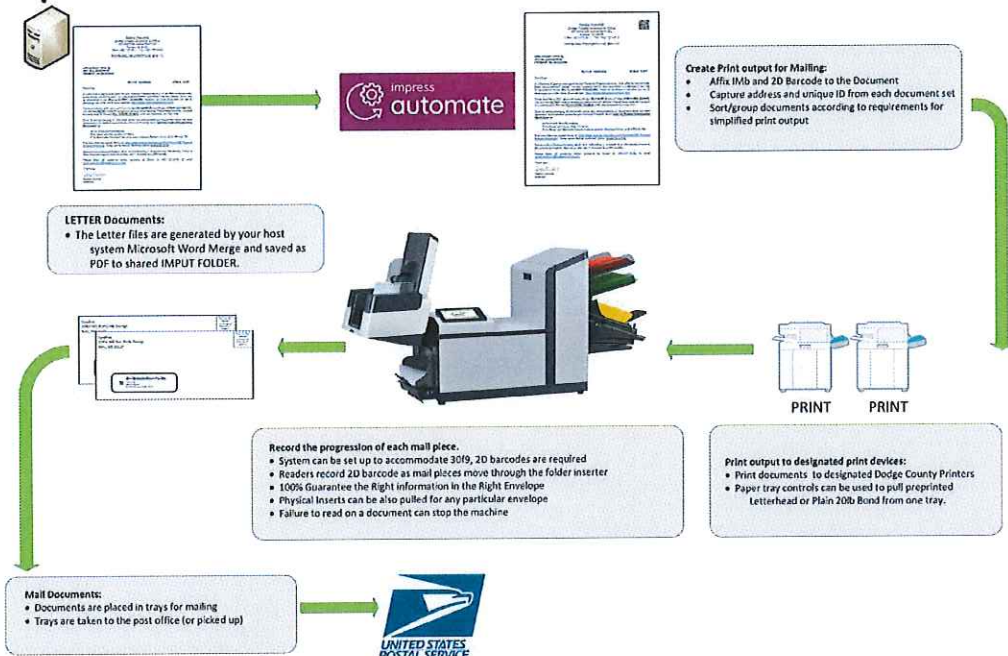
# Executive Summary

## IMPACT

- Utilizing an automated process to include a document inserter to automate mail preparation

- Give multiple departments at Dodge County <u>hundreds of hours</u> back to focus on core business instead of hand folding and stuffing envelopes

- Updated postage machine to be compliant with new USPS standards on a new lease

- Elimination of security risks or data breach that could result in fines and audits

- No need to allocate large amounts of labor to mass mailing projects

- Web based platform give the ability to initiate mailings from anywhere

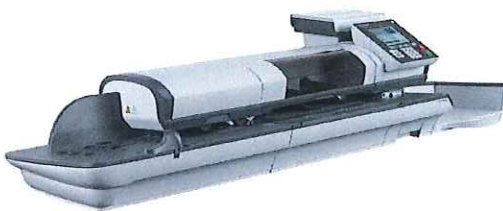# Proposed Workflow  Dodge County Assessors COV & PP Letter Workflow

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**Proposed Quadient Solution**

impress **automate**

**Create Print output for Mailing:**
- Affix IMb and 2D Barcode to the Document
- Capture address and unique ID from each document set
- Sort/group documents according to requirements for simplified print output

**LETTER Documents:**
- The Letter files are generated by your host system Microsoft Word Merge and saved as PDF to shared IMPUT FOLDER.

PRINT       PRINT

**Record the progression of each mail piece.**
- System can be set up to accommodate 30f9, 2D barcodes are required
- Readers record 2D barcode as mail pieces move through the folder inserter
- 100% Guarantee the Right information in the Right Envelope
- Physical Inserts can be also pulled for any particular envelope
- Failure to read on a document can stop the machine

**Print output to designated print devices:**
- Print documents to designated Dodge County Printers
- Paper tray controls can be used to pull preprinted Letterhead or Plain 20lb Bond from one tray.

**Mail Documents:**
- Documents are placed in trays for mailing
- Trays are taken to the post office (or picked up)

UNITED STATES POSTAL SERVICE

© Quadient

# Product Overview

**iX-7 PRO DS  MAILING SYSTEM**

A mid-range mail processing solution with exceptional performance and versatility

- Intuitive user interface that includes a color touchscreen and time-saving shortcut keys

- Meets the latest Intelligent Mail Indicia (IMI) and Dimensional Weighing (DIM) USPS® requirements

- Automatic feeding of postcards, letters or large envelopes without sorting by mail piece size

- Dependable envelope sealing that secures the contents of your mail pieces

- In-line dynamic scale weighs, measures, classifies and rates mail pieces on the fly

- External scale auto-adjusts the postage amount for extra-thick envelopes or boxed packages

- Integrated postage label dispenser for easy processing of bulky letters and large envelopes

- Reach productivity levels as high as 175 metered mail pieces/min. (110 in dynamic weighing mode)

- Safeguard your stored postage with PIN code access for each of your operators

- Track pieces processed and postage used for 100 or more accounts/departments

- LAN or wireless connection to refill postage instantly and update postal rates automatically

- Download artwork to print onto your mail pieces – use our free library or create your own

- Uploads postage usage data to your Myquadient online account for quick and easy analysis

- Download postage anytime and pay for it later using Quadient Postage Funding

# Product Overview

**DS-64i FOLDER INSERTER**

A reliable, user-friendly
mail assembly solution for
the office or mail center

## Key Capabilities

- 7" color touchscreen control panel with graphical user guidance and wizard-based programming

- Up to 2 multi-format FlexFeeders that can transport full-size sheets as well as short inserts

- FlexFeed trays hold a 325-sheet stack and can be linked for non-stop cascade feeding

- Additional insert feeders are available with loading capacities of 50 or 325 reply envelopes

- Automatically senses and sets paper length, envelope size and compatible fold type

- Tri-folds or single-folds letter-size documents and double-folds legal-size sheets

- Collate, fold and insert up to 5 pages into a #10 envelope or 8 pages into a 6" x 9.5" envelope

- Mechanical double document control ensures envelope contents are correct for every recipient

- Quick processing speeds up to 2,000 filled envelopes per hour (2,500 w/productivity pack)

- Store up to 50 user-programmed jobs and instantly recall any of them at the push of a button

- Tip-to-tip envelope sealing that can be turned on and off for any job

- Vertical output stacker holds 500 filled envelopes and preserves printing order

- Connects to your network via LAN or WIFI to enable remote diagnostics and remote assistance

- CIS scanner can read OMR, 1D and 2D codes printed horizontally or vertically on the document

# Financial Considerations

- DS-64i 3 Station Expert 2 Auto Fdr + CIS Scanner + Multi LicenseOMS-500 Output Management Software solution
- IX7 Pro updated postage machine compliant with USPS standards with a dynamic scale & 30 lb. external weigh platform and conveyor stacker
- IMPRESS Basic PLUS T1 Bundle Impress Office T1 Subscription (40,000 clicks/pages per year)
- Maintenance/Support is included and locked in for 60 months with no annual increase with NASPO contract pricing.

| Example Cost Summary | 60 month Lease |
|---|---|
| 60 month lease – monthly cost | $1,004.24 |
| Freight, delivery & installation | Included |
| Meter rental | Included |
| Equipment maintenance included in lease payment | Included |
| Software license & support included in lease payment | Included |

# Testimonials

**Financial Services** – Quadient customers tell an independent third party what they think about us:

> **"** All departments access the machine for their own mailings needs: Customer correspondence, billing notices and employee communications (HR-related). When there is any down time, the Quadient teams respond rapidly to our needs, either by phone or in-person, for support.
>
> — Paula Boegner, VP Operations , University Bank

Anthony Baker, a Facilities Manager at Hyundai Capital America, would be very likely to recommend Quadient for this reason:

> **"** I would be very likely to recommend Quadient because of their great service!

> **"** We are now able to comply with regulation standards, provide higher efficiency, and reduce manual labor significantly.
>
> — April Bishop, Operations Manager, First Financial FCU of Maryland

Diane Hudak, an Operations Manager at First Financial FCU of Maryland, would recommend Quadient for this reason:

> **"** Communication was quick and efficient. Very easy to work with and projects stay on track.

> **"** 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, acceleclaims

Annette Hernandez, a Facilities Manager at Gulf Breeze Management SVC of Southwest FL, would be very likely to recommend Quadient for this reason:

> **"** "With Quadient, I receive top-notch service from both our sales representative and our technician."

# Quadient at a Glance

**quadient**

## Capabilities

**LOCAL PARTNER**
200+ U.S. locations providing unmatched accessibility and responsiveness.

**EXPERTISE**
8 billion interactions facilitated annually.

**PROVEN RESULTS**
96% customer satisfaction rate. $1.2B sales in 2018, 44% from North America.

**BACKED BY THE EXPERTS**
Gartner, Forrester, and Aspire.

**EXPERIENCE**
Market-leading technology for 95 years. 800,000 customers across 90 countries.

**GLOBAL REACH**
5,600 employees in 32 countries.

## Portfolio

- Customer Experience Management
- Business Process Automation
- Mail-Related Solutions
- Parcel-Related Solutions

## Business Impact

We deliver measurable process improvements to advance your key business objectives including:

**Customer Engagement**
Improve acquisition, satisfaction and retention

**Risk Mitigation**
Enhance security and regulation compliance

**Revenue Growth**
Increase sales, market share and profit

**Expense Control**
Maximize productivity and reduce costs

# Impress Automate Workflow

Network/Hot folder

Virtual print driver

Browser upload

**impress automate**

Web form

Impress Dispatch

API

## Processing options

**Identify exception documents that should be omitted or diverted to a separate print job**

**Overlay color branding elements, graphics and/or personalized messages onto documents**

**Combine multiple documents for the same customer to facilitate insertion into one envelope**

**Flag a select group of customers to receive an extra enclosure in their envelopes**

**Validate addresses and sort all documents by zip code to maximize postal discounts**

**Add integrity barcodes to documents to securely automate the folding-inserting process**

## Output options                    Included in IMPRESS Automate Workflow

**Documents for paper customers follow the traditional print-to-mail process**

Print → Fold & Insert → Meter & mail → Delivery

**Documents for paperless customers can be sent digitally via tracked email or web portal**

Tracked email          Web portal

**Outsource some or all docs via Impress Distribute**

Outsourced physical mail

**Documents stored in a searchable digital archive**