

case study

Fund Solutions Company

Background and Problem

Almost 10 years ago, a fund solutions company came to Quantum Group looking for a statement provider who would provide cost savings combined with service excellence. They found both in Quantum Group. While many providers tout generating consolidated, personalized four-color statements, along with confirmations and tax forms, it was Quantum's exceptional customer service and competitive pricing that set them apart and drew the client to Quantum.

Benefits and Outcome

Quantum's superior attention to their highly customized communications using variable data, four-color printing, intelligent inserting and secure document management was invaluable to the fund solutions company. Furthermore, Quantum stood apart from others with their cutting-edge technology for providing real-time tracking of the statement cycle using their Statement Dashboard. The client also desired a partner who could provide top-notch security – Quantum delivered with their tried and true Disaster Recovery services.

Many customers repeatedly indicate that since moving to Quantum, they are continually meeting service levels for on-time delivery and quality services, as well as experiencing savings in FTEs and unit costs. Our client's Co-Founder and Managing Director reaffirms this as he says, "As a client of Quantum's for the past 10 years, Quantum has provided us with the very best. The improved service levels we have experienced since moving to Quantum, along with competitive pricing, provides huge benefits to our organization. We stay with Quantum because of the innovative nature with such leading technology as the Statement Dashboard. And, we are confident Quantum's best-in-class service will continue for the long term."