

# Transform your business, delight your customers.

Today, delivering an exceptional customer experience (CX) through personalized omni-channel communications is essential to sustaining a competitive advantage, building customer loyalty and driving revenue.

However, when acting on customer experience opportunities, many large organizations face a number of challenges including departmental silos, legacy systems and changing market regulations.

Quadient's award-winning CCM solution, Inspire, helps companies around the world design, manage and deliver personalized, accurate and compliant communications across all channels, from one centralized platform.

“With Inspire, we have leading edge capabilities in terms of how we present customer data and deliver content to our customers. Historically we have served a demographic that preferred receiving paper documents. Going forward, our clients expect to receive correspondence and access their account information over a variety of communication channels. Inspire's robust capabilities and the company's excellent professional services and support teams are making that transition extremely smooth. Inspire has been a real game changer for us.”

—Randi Gordon, Director,  
Customer Communications  
Management, Pacific Life.



#### 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



“The dynamic electronic account statement designed by Inspire is beautiful and informative. Account statements are a bridge between us and our customers. Precision marketing through automatic push advertising enables us to provide customers with relevant product information. Interactive coordination helps us to make whole-process preview a reality, which is really constructive for improving the internal communication and working efficiency of Fubon Bank.”

—Ms. Ye Lifang, Director of Personal Finance Department, Fubon Bank



## Improve the customer experience

Digital consumers are changing the rules of the game. They are turning to brands and services across all industries that offer choice, convenience, and personalized service.

### Personalization and convenience

Leverage existing templates and data from your core systems to create highly personalized, relevant communications for delivery across all channels.

### Interactive experiences

Create dynamic digital experiences that make it easy for your customers to understand and sort through important information with interactive charts, graphs, and sliders.

### Consistency

With Inspire, communications are created in a single design platform and delivered to customers via their channel of choice. Consistent experiences build trust. Trust keeps customers coming back.

## Inspire capabilities at a glance

### Output management

Print, e-delivery, email, SMS, web & mobile

On-demand & batch communications

Dynamic and interactive communications

### On-boarding

Digital forms and processes

Data pre-population

eSignature integration

### Compliance management & auditing

Comprehensive tracking

Synchronized omni-channel preview

### Mobile & web approval

Business user empowerment

Business user content authoring

Interactive quote creation

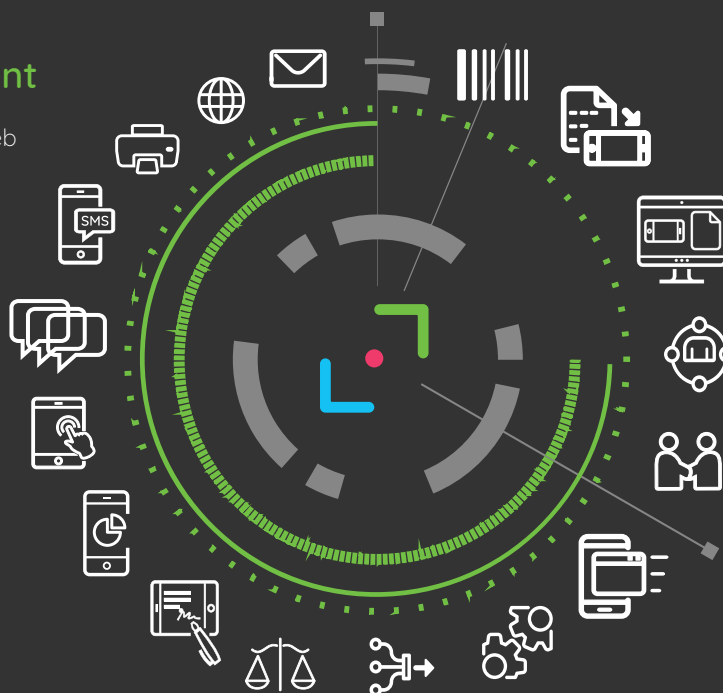
Web-based collaboration

### CCM Platform consolidation

Legacy system integration

Template migration & consolidation

Data ecosystem integration



“As always, Quadient places significant R&D into their products. Each release reveals new opportunities!”

—Dave Schuller, IT Director, Venture Solutions



# 75%

of surveyed organizations saw a return on their investment in Quadient Inspire in 18-24 months or less.

# 92%

of surveyed organizations rate Quadient’s Customer Support as better than the competition.

# Over 80%

of surveyed organizations rate the following Quadient Inspire features as significantly better than the competition:

- Omni-channel design and proofing
- Performance and scalability
- Scope of available features



## Increase agility and reduce compliance risk

Organizations today must respond quickly to changes within the regulatory landscape.

Inspire reduces compliance risk by involving subject matter experts in the content creation, review and approval process, providing a holistic view of, and enabling greater control over customer communications.

### Collaboration

Compliance, legal, and line-of-business teams collaborate throughout the communications

creation process. Simplify collaboration with sharable content, visual approval, and social media-style interactions.

### A holistic view

Compliance teams get a complete view of the entire communications package in every format—print, web, mobile etc.—reducing ‘errors of omission’.

### Greater control

Inspire makes it easy for compliance personnel to manage, track, audit, and approve regulatory language quickly and easily. Changes are made in one location and applied everywhere you choose, and content blocks are locked down to safeguard regulatory language where required.



“I have been using Inspire since its inception in 2004 and it is by far the leader in the customer communications management (CCM) industry. I’ve been very pleased with the software.”

—Joel Hanson, IT Professional, Impact



### Speed digital transformation

Inspire integrates seamlessly with all your IT systems. This includes existing legacy applications, making it easy to leverage your existing templates and data ecosystem to create highly personalized, relevant communications across all channels.



### Eliminate silos and empower business users

Inspire is the only centralized solution that makes it easy to create, approve and deliver omni-channel communications from one easy-to-use platform – eliminating the need for multiple siloed teams, and reducing strain on IT. Business users are given access to parts of documents through an online web editor, and business administrators specify which templates may be accessed by whom and what changes may be made.



### Take action to improve the customer journey

Inspire integrates seamlessly with Quadient Customer Journey Mapping, allowing you to connect all customer communications directly to your journey maps. This gives you visibility into every customer touchpoint across the entire customer journey and enables you to take action when required.



### Create personalized digital experiences

Quadient Mobile Advantage enables you to extend the power of Inspire to your mobile apps and secure web portals. That means creating highly individualized, responsive, interactive, and compliant experiences is done from one place.

[www.quadient.com](http://www.quadient.com)

## 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 B of Euronext Paris (QDT) and belongs to the SBF 120 index.

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

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