

Quadi⁷ent[®] Healthcare Payers Overview

Transform your business, delight your customers.



“Quadi⁷ent has been extremely helpful in showing us the best way to accomplish certain tasks and they had our employees fully trained in less than six weeks. I’ve worked with many providers over the years and Quadi⁷ent is at the top when it comes to their knowledge and professionalism.”

—Senior Vice President, Policy Business Integration. Top U.S. Insurer

Health insurance customers today demand immediate access to real-time information and an outstanding customer experience. Quadi⁷ent helps healthcare payers drive customer loyalty and satisfaction by engaging with their members in a more meaningful way – through the channel of their choice.

Quadi⁷ent’s[®] portfolio of integrated technologies helps Healthcare Payers bring together and activate the entire business in the name of better customer experience. Our award-winning CCM solution, Inspire, enables you to create personalized, contextual, regulatory compliant customer communications across all channels from centralized platform.

Experience
Over 6,000 customers worldwide



Backed by the experts
Ranked a Leader by Gartner & Forrester



Future-proof technology
Fastest release rates in the industry



Proven results
95% customer satisfaction rate





Increase agility, reduce risk

Reduce risk and improve efficiency by enabling compliance, legal and line-of business teams to collaborate throughout the communications creation and approval process.

With Inspire, compliance personnel 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.

“We are using Quadient Inspire to change the way we communicate with our customers to improve the overall experience.”

—IT Project Manager, Large Enterprise Health Care Company



Elevate your customer experience, increase market share

And, as a healthcare payer, it's in your best interest to influence member behaviors when it comes to managing their own health. Create highly engaged and educated members by providing your customers with the information they need, when they need it and where they want it.

Paperless on-boarding

Make on-boarding quick and convenient with digital forms that are pre-populated with your members' personal information.

Dynamic communications

Add dynamic elements to your plans to make it simple for members to sort through important information with interactive charts, graphs, and sliders. Increase engagement and with mobile push notifications and SMS reminders of upcoming appointments, procedures and treatment regimens.

Up-sell, cross-sell

Leverage member data to position upsell and cross-sell promotions tailored to their unique needs.

Quadient customers include:



3 of the top **5**
largest healthcare payers in the U.S.

“Quadient Inspire enables a more consistent and professional visualization of our customer communications that is scalable and transferrable across the enterprise. It has also enhanced our workflow management, allowing for ease of use from multiple channels.”

—Business Professional, Fortune 500 Health Care Company

37%

of enterprises face a skill shortage when it comes to mobile application development.

62%

of IT managers report a large app development backlog, with some having more than 10 apps waiting to be developed.

Source: Outsystems. The State of Application Development, 2017.



Take action to improve the customer journey

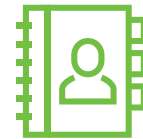
Quadient® Customer Journey Mapping is the only cloud-based journey mapping tool that incorporates digital and physical touchpoints into your journey maps. Customer experience teams easily share feedback with business users directly through the tool, so improvements are made in real-time.



Step up your mobile game

For many organizations, personalized mobile and web content is extremely costly to develop and maintain, as it is often done manually.

Quadient's® digital experience solutions help you create responsive, interactive, regulatory compliant and highly individualized mobile and web experiences quickly and easily from one intuitive interface, reducing strain on IT and lowering costs.



Get the most out of your data

Exceptional customer experience begins with exceptional data. Our data quality solutions ensure you're always putting your best foot forward when engaging with your members. From data cleansing, profiling, consolidation, and enrichment to data security and compliance, Quadient's suite of best-in-class data solutions will ensure you're delivering accurate, contextual and compliant communications every time.

www.quadient.com

quadient
customer experience. activated.

Quadient, a Neopost company, provides technology that enables organizations to create better experiences for their customers through timely, optimized, contextual, highly individualized, and accurate communications for all channels. Our solutions are used by thousands of clients and partners worldwide to activate their organizations in the name of customer experience.

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