

Quadient® Service Providers Overview

Deliver more than just documents.



“I was amazed when I realized that using Quadient Inspire our lead times for projects that would have taken 3 weeks was reduced to just 3 days. With Inspire, the compelling ROI made a clear business case and it is safe to say that we are on track to deliver even better results than planned for.”

—Tomas Sjöström, CIO.
Stralfors

Customer experience (CX) is the new battleground for your enterprise clients. But most are struggling to make meaningful progress because they lack the proper infrastructure to support a CX strategy that spans the entire business. Legacy technology, departmental silos and changing regulations add additional layers of complexity and hinder progress.

Quadient's® comprehensive portfolio of integrated customer experience solutions are helping Service Providers worldwide capitalize on the relationships they've built to drive new revenue streams and gain a competitive advantage using the skillsets they already have.

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





“Quadient Inspire is the most advanced and reliable CCM solution in the marketplace. The service and document management are extremely well integrated and the solution enables us to help our customers to deliver an exceptional omni-channel experience.”

—José Casado, Consultant,
TenStep. CAPSIS

Applications at a glance

Complex communications

- Welcome packs
- Regulatory documents
- Contracts
- Reports
- Quotes

Digital forms and processes

- Digital promotions
- Paperless on-boarding
- Feedback questionnaires
- Integrated eSignature

Dynamic statements and bills

- Dynamic, interactive statements
- Paperless billing
- SMS and mobile push notifications
- Personalized up-sell and cross-sell

Digital experience

- Mobile and web account statements
- Mobile on-boarding
- Push notifications
- Integrated eSignature and photo capture



Increase efficiency by empowering business users

Quadient Inspire's remote authoring cloud application makes it easy for your clients to make and approve content changes through a simple web browser. With our synchronized omni-channel preview, your clients will see how the final output appears in every format for fast approval. Adoption is fast and easy with an intuitive user interface and multiple language support.

“Clients now have higher expectations and require faster turn-around times. Quadient Inspire has allowed us to keep up with those demands.”

—Joel Hanson, IT Specialist. ImpactConnects



Improve compliance, reduce risk

Compliance personnel review, make changes to, and approve content in minutes, from their computer or mobile device. And, all changes and approvals are tracked and easily referenced at any time, minimizing risk.

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

—Dave Schuller, IT Director, Venture Solutions



Take action to improve the customer journey

Quadiant Customer Journey Mapping makes it easy to create detailed journey maps that connect directly to customer touchpoints, providing visibility into every experience across the entire business. Users collaborate and share feedback directly through the tool, so CX improvements are made in real-time.



Add mobile to your offering

Quadiant's® digital experience solutions help you create responsive, interactive, regulatory compliance and highly individualized mobile and web experiences quickly and easily from one intuitive interface, reducing strain on your client's IT department and lowering their costs dramatically. Quadiant helps you move from vendor to advisor by increasing the channels you offer through a simplified set of resources.



Mailing, made easy

Print Service Providers like you must navigate complex postal regulations and standards to process high volumes of mail. Postal rules are constantly in flux and costs are under scrutiny in a market where companies are seeking competitive differentiation.

Quadiant's suite of postal solutions help you:

- Optimize end-to-end mail preparation, distribution and data processes
- Increase capacity and control costs
- Maintain postal compliance



Get the most out of your data

Exceptional customer experience begins with exceptional data. From data cleansing, profiling, consolidation, and enrichment to data security and compliance, Quadiant's suite of best-in-class data solutions will ensure you're delivering accurate, contextual and compliant communications every time.

www.quadiant.com

quadiant
customer experience. activated.

Quadiant, 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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