

Quadient® Retail Banking Overview

Activate your business,
captivate your customers.



“The dynamic electronic account statements designed by Inspire are 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, Personal Finance Department, Fubon Bank

For retail banks, customer experience (CX) is the new battleground. But most banks struggle 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 best-in-breed technologies helps retail banks bring together and activate the entire business in the name of better customer experience.

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 has made it possible for Bank of Montreal customers to open an account in minutes from their smartphones.

Source: Celent. BMO: Digital Transformation in Personal Banking Case Study, April 2017.



Increase agility, reduce risk

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

Additionally, our integrated suite of data quality solutions make it easy to stay on top of privacy regulations including the General Data Protection Regulation (GDPR), and reduce risk associated with customer due diligence (CDD).

“We have managed to consolidate legacy systems, both home-grown and commercial, with Quadient Inspire.”

—IT Professional, Medium Enterprise Financial Services Company



Elevate your customer experience, increase market share

Digital on-boarding

Make on-boarding quick and convenient with digital forms that are pre-populated with your customers' data.

Dynamic communications

Add dynamic elements to digital account information, loan documentation, quotes, and welcome kits to make it simple for your customers to sort through important information with interactive charts, graphs, and sliders. Increase customer engagement and contract completion with mobile push notifications and eSignature capabilities.

Up-sell, cross-sell

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

Quadient customers include:



8 of the top **10** largest financial services companies worldwide



of the **75 LARGEST** financial services companies worldwide

“Quadient’s ability to repurpose legacy applications gave us a risk free, cost-effective solution for highly modernized communications”.

—Executive Director, Document Services department,
Retail and Investment Bank



Explore new channels, stay on-brand

Our omni-channel design tool enables you to experiment with new delivery channels such as wearables and other connected devices with little effort or risk. Control brand messaging and consistency across all channels from a single platform.

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.

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

—Dave Schuller, IT Director, Venture Solutions



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 customers. 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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