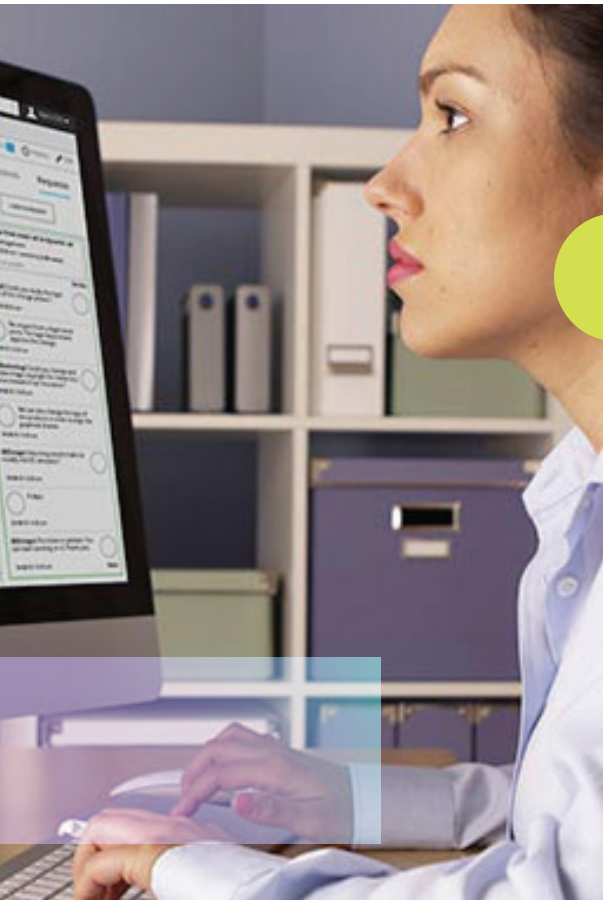




INSURANCE

quadi^{ent}
Because connections matter.



Deliver exceptional omnichannel experiences for your policy holders, agents and brokers.

For insurance organizations, competitive differentiation relies on customer experience (CX). But most are struggling to make meaningful progress due to legacy technology, departmental silos and rapidly changing regulations.

From life to property and casualty insurance, Quadi^{ent}'s portfolio of industry-leading Customer Experience Management (CXM) solutions help insurance organizations create a nimble, effective, and unified customer communications infrastructure to deliver compliant omnichannel customer experiences that span the entire customer journey.

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



“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.



“Quadient’s professional services team, including the expertise of the developers and trainers, have made all the difference when it comes to delivering a seamless implementation. They have fully trained our staff on how to get the most out of Inspire’s many features and they helped design a web service integration that enables us to gather critical customer information from our legacy mainframe systems.”

—Cristiano Barbieri, CIO,
SulAmérica

One platform, unlimited channels

Many insurance organizations have separate tools, teams and third parties dedicated to designing and creating content for mobile, web, and print communications. This results in duplication of efforts, inconsistency and compliance risk.

Quadient Inspire, an award-winning and market-dominating customer communications management (CCM) platform, allows you to create and deliver personalized, compliant customer communications across all channels, from one centralized hub.



Improve the touchpoints that matter most to your customers:

- Billing & other statements
- Email, SMS & push notifications
- Mobile app and web portal content
- Digital forms & claims correspondence
- Quotes, policies, riders & welcome letters



Generate content that is:

- Managed by business users
- Governed by approval processes
- Mobile and digital ready



Create customer communications that are:

- Personalized
- Ready for delivery via any channel
- Compliant with regulations
- Guided by customer journey mapping

Empower business users, reduce silos

Reduce strain on IT and meet consumer demands by empowering business users to make content changes to customer communications quickly and easily through a web browser. With Quadient Inspire, business users are given access to pre-defined content blocks through a web browser. Administrators specify which templates may be accessed by whom and what changes may be made to ensure brand consistency and compliance.

Quadient Inspire's synchronized omnichannel preview enables managerial staff to review the output in every format (mobile, tablet, web, etc.) for fast approval.

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 and approval process. Quadient Inspire pulls data from anywhere to populate a single approved template with business rules in place for displaying product and location-specific regulatory content that is locked down to safeguard compliance. Share, route, approve and track changes with a full audit trail.

Speed digital transformation

Most established insurance firms have a complex infrastructure of mission-critical legacy IT technology. This problem is often compounded by multiple legacy systems remaining from previous acquisitions as well as home-grown proprietary solutions.

Quadient Inspire integrates with both your new and legacy IT systems and offers flexible implementation options, including on-premise, hybrid, and cloud solutions for a variety of users and business requirements. It allows you to leverage existing templates, archived content, and data from your core systems to create highly personalized, timely and accurate communications across all channels. Whether you are moving from print to e-delivery, or looking to explore more sophisticated channels, Quadient technology scales with you as you grow, regardless of your organization's maturity level.

Our powerful migration technology applies artificial intelligence, machine learning, and natural language processing to reduce the time and costs associated with retiring legacy CCM systems, saving your team thousands of hours and valuable resources.



“Quadient Inspire has dramatically improved our control over customer communications. We can now manage each step in the process of generating and sending a policy, including the design aspects that make the communication more attractive to our customers.”

—Alexandre Putini, Superintendent of Digital Channel Systems & Contact Center, SulAmérica

Elevate the customer experience, improve speed to market

Consumer-friendly digital processes

From acquisition and policy servicing to claims handling, billing and renewals, make your customers' experience quick and convenient with digital forms that are pre-populated with your customers' data.

Dynamic communications

Add dynamic elements to complex communications to make it simple for your policy holders to sort through important information with interactive charts, graphs, and sliders. Leverage customer data to position upsell and cross-sell promotions tailored to your their unique needs.

Paperless claims processes

Speed up claims processing time and wow your customers with digital claims processes that include photo capture and electronic sign-off capabilities.

Up-sell, cross-sell

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

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 Advantage Suite helps you create responsive, interactive, regulatory compliant and highly individualized mobile and web portal content quickly and easily from one intuitive interface, reducing strain on IT and lowering costs.



Quadient Inspire
is fully integrated
with Guidewire
InsuranceSuite™



“Quadient 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 Quadient is at the top when it comes to their knowledge and professionalism.”

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

Take action to improve the customer journey

Quadient Customer Journey Mapping enables you to connect all customer facing-communications to a customer journey map, ensuring every communication project is accountable to your enterprise CX strategy at the highest level. Internal stakeholders easily collaborate and share ongoing feedback within the tool, so improvements can be made in real-time.

Powerful archival and retrieval for improved policyholder experience

Quadient Archive & Retrieval is a high-performance, highly scalable technology that enables you to meet today’s compliance standards and improve customer experience by providing quick access to historical documents and data across all channels.

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About Quadient®

Quadient is the driving force behind the world’s most meaningful customer experiences. By focusing on Intelligent Communication Automation, Parcel Locker Solutions and Mail-Related Solutions, Quadient helps hundreds of thousands of customers worldwide simplify the connection between people and what matters.

For more information about Quadient, visit quadient.com.

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