



## Digital customer experiences that delight policyholders and drive engagement

You chose Guidewire InsuranceSuite™ to help you streamline operations, reduce complexity, and improve agility across the entire policy lifecycle—from underwriting to claims.

Quadient is a certified Guidewire technology partner with accelerators designed to extend the power of your Guidewire solution by increasing the personalization, speed, accuracy and number of channels with which you communicate with your customers, agents and brokers.

Using Inspire and Guidewire together allows for real-time access to Guidewire data for personalized, event-triggered communications for high-volume batch and on-demand document generation.

Quadient Inspire helps insurance organizations around the world create better experiences for their customers through timely, optimized, contextual, highly individualized, and accurate communications for customer-preferred channels.

**“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**



**BACKED BY THE EXPERTS**  
Aspire, Celent, IDC, and QKS Group



**EXPERIENCE**  
A rich history of world-class leadership



**PROVEN RESULTS**  
97% customer satisfaction rate



**EXPERTISE**  
2 trillion personalised experiences





## Multiple channels, one solution

Many organizations have a complex infrastructure of mission-critical legacy IT tech, along with separate tools, teams and third parties dedicated to designing and creating content for mobile, web, and print communications. This problem is often compounded by multiple legacy systems left over from previous acquisitions and home-grown systems, resulting in duplicated efforts, inconsistency and compliance risks.

Inspire enables you to create timely, contextual, personalized and accurate communications for all channels from one intuitive interface. This eliminates the need for multiple siloed teams, reduces risk and ensures a seamless customer experience.



## Create compliant, universally accessible communications

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.

Teams can design digitally accessible communications from the start, or, remediate PDFs in archive or on the website and convert to universal accessibility (U/A) making them easy to understand for those using assistive technologies. Inspire makes it easy to meet accessibility standards like WCAG 2.1, Section 508, and ADA compliance for digital communications.



## Empower business users, reduce silos

Reduce strain on IT and meet consumer demands by empowering business users to make simple content changes through a web browser. With 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.

Our synchronized omni-channel preview then enables managerial staff to review the output in every format (mobile, tablet, web etc.) for fast approval.



## Speed digital transformation

Quadient Inspire integrates with your existing legacy IT systems and offers flexible implementation options including SaaS, on premise, hybrid and cloud. Inspire makes it easy to leverage existing templates, and data from your core systems to create highly personalized, compliant, timely and accurate communications across all channels.



“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



## About Quadient®

Quadient is a global automation platform powering secure and sustainable business connections through digital and physical channels. Quadient supports businesses of all sizes in their digital transformation and growth journey, unlocking operational efficiency and creating meaningful customer experiences.

Quadient® and the Quadient logo are registered trademarks of Quadient. All other company and product names may be trademarks and are the property of their respective owners. All information in this document, including descriptions of features, functions, performance and specifications is subject to change without written notice at any time. [www.quadient.com](http://www.quadient.com)