

**DESIGN-TO-DELIVERY:
HIGH-PERFORMANCE,
SAAS CUSTOMER
COMMUNICATIONS FROM
THE WORLD'S MOST
TRUSTED CCM SOLUTION
PROVIDER**



Inspire Evolve: communications built for the future

As customer expectations and the demand for personal, secure, in-the-moment communications rise, all organizations are looking to modernize how they communicate with customers. However, most businesses struggle to meet higher standards. With customer data residing in different areas, and different solutions generating disparate customer communications, interactions rarely meet customer expectations of relevance, personalization, timeliness, and channel preference. Costly and inefficient IT processes, manual creation and editing of documents, lack of brand and compliance control, and an enforced reliance on print complicate the delivery of engaging customer communications that keep customers loyal.

Inspire Evolve lets you transform your legacy communications software and manual processes into intelligent, omnichannel interactions. With just one solution, you can modernize customer communications, create operational efficiency and elevate experiences in hours, not months.

“ By early 2025, organizations on legacy systems will need to modernize their applications immediately to survive and adapt to the digital world already surpassing them.

— IDC MarketScape: Worldwide SaaS and Cloud-Enabled Large Enterprise ERP 2023-2024 Vendor Assessment. December, 2023. Doc. #US50655523



**RECOGNIZED AS
A LEADER BY**
Aspire, Celent, IDC
and QKS Group



EXPERIENCE
A rich history
of world-class
leadership



**PROVEN
RESULTS**
97% customer
satisfaction rate



EXPERTISE
2 trillion
personalized
experiences

“Faster growth in this market over the forecast period will come from public cloud, at a CAGR of 9.4%. Private cloud deployment will also grow within the on-premises/other category, as customers transition to hybrid managed cloud services.

— Worldwide Customer Communications Management Software Forecast, 2024–2028, Dec. 2024



Inspire Evolve: The GOLD standard for cloud communications



Diane Thomson

- Customer advocate for a large organization, responsible for handling incoming inquiries.
- 4 years of experience in call center environment.
- Aspires to become a leader for the team and improve the customer experience.



Pamela McDonald

- Customer for nearly a year, calling to understand the bill she has received.
- She's always paid on or before the bill deadline.
- Enjoys the services the company provides to keep her home in top shape, but doesn't like surprises on her bills. She has a tight budget - every expense is accounted for.

.....●

Pamela called the customer service hotline.

.....●

Diane reviews the services provided and notices an error on the bill.

.....●

Diane populates a new bill with the correct amount and adds a personal note - the next service will be free - and sends to Pamela immediately.

.....●

Days later, Diane checked the dashboard and sees that the corrected bill sent via email is unread. She gently nudges Pamela via SMS, so the customer can avoid a late payment fee.

.....●

Pamela receives the notifications and logs into her account to pay her bill.

In addition to the SMS, Diane also triggers a letter in case Pamela does not have access to her phone.

Inspire Evolve key capabilities



DESIGN COMMUNICATIONS

Design communication templates built to scale with Content Author.

- Digital design (HTML5)
- AI-assisted content creation
- Efficient content management
- Approval workflows
- Version control
- Intuitive UI
- Regulated PDF form input
- Multibrand support



PERSONALIZE COMMUNICATIONS

Allow customer-facing employees to customize communications in a controlled environment with Front Office.

- Sentiment analysis
- AI assistant for writing support and fast content creation
- Approval workflows
- One-to-one personalization
- Dynamic content
- AI assistant for quick language translations



GENERATE

Send communications one-to-one, one-to-many, or as part of a batch process with the Generate services.

- Use data from any source
- Switch images and styles at run time for multiple brands
- Custom approval and business workflows
- Print, email, or SMS communications monitoring
- Channel orchestration
- Easy integration with customer portals through APIs
- Optimized for on-demand and batch uploads



DELIVER

Deliver communications & documents through digital channels.

- Easily update legacy documents to optimize delivery
- Consolidate print files into a single run
- Leverage digital channels (emails, HTML5, SMS, or WhatsApp)
- Compliant with local regulations
- Full tracking and reporting

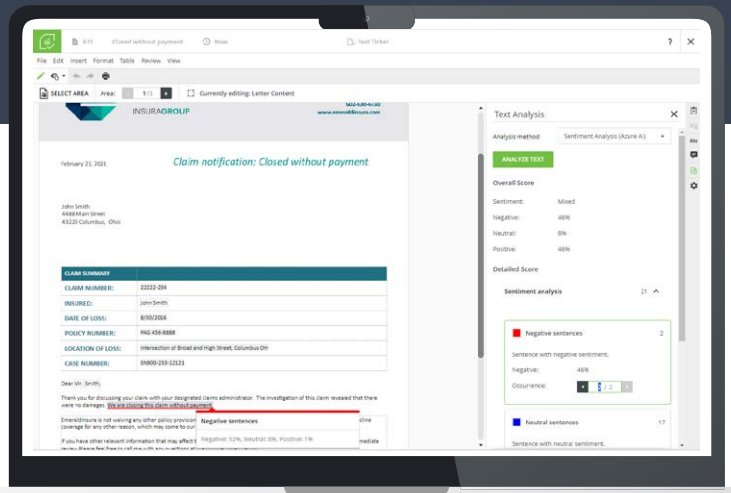


DIGITAL VAULT ARCHIVE

Archive, search, retrieve, and manage documents for regulatory or day-to-day purposes from one digital interface.

- Secure and compliant with global regulations GDPR, ISO 9001, ISO 27001, and ISO 14641
- Cloud-native archive platform

Inspire Evolve gives you the power to:



Transform customer communications strategy in hours

Make every connection matter with intuitive, flexible and intelligent applications. Inspire Evolve makes even the most complex experiences simple by enabling intelligent workflows for creating and delivering customer communications.

Optimize Operational Efficiency, Reduce Costs

Get rid of inefficient, expensive legacy document composition systems that limit company growth. Modernize your customer communication management to meet business demands for handling more interactions with less resources while controlling risks and compliance with regulations and branding guidelines on all channels.

Create hyper-personalized communications with ai

Inspire Evolve's AI Assistant accelerates content creation and ensures text is the right tone and in the right language. The AI assistant provides real-time writing support, language translations, and sentiment analysis so communications are targeted for the right person and error-free.

Reserve IT resources for high-value efforts

Safely design communications that are maintained by your lines of business, not IT. By using a SaaS customer communication and archive solution, complex recurring software upgrade costs are consigned to history, releasing key IT resources to support other key initiatives.

Safely and securely connect in-the-moment

Inspire Evolve lets customers receive a personalized message at any time of the day or night. Designers can create templates according to branding and personalization rules and use approval workflows to guarantee compliance while optimizing content quality faster with AI assistance tools. Customer service representatives or other team members are also able to personalize communications before sending to a customer.

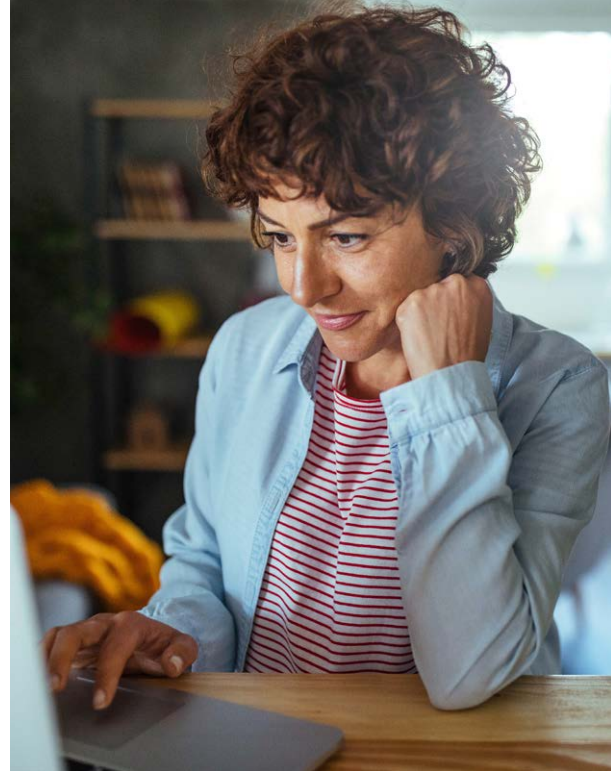




“ Quadient differentiates itself with a “Bring your own AI” strategy, allowing enterprises to integrate their preferred, trusted AI models for content creation, compliance validation, and workflow automation. Instead of relying on an external vendor’s proprietary AI engine, businesses can leverage existing AI investments, ensuring that AI-driven insights align with their industry-specific needs, security policies, and regulatory requirements. This flexibility enhances AI-driven personalization and automation capabilities without vendor lock-in. The platform’s AI capabilities were also recently extended with AI scripting assistance, which auto-generates scripts that support Inspire-specific communication processing and delivery workflows, saving users hours of time and enabling intelligent workflows.

— SPARK Matrix™: Customer Communication Management, 2025

Ready For Guidewire
Cloud



About Quadient®

Quadient designs and builds human-centered, AI-driven automation solutions for business communications. Our software empowers over 350,000 customers to create, deliver, and manage world-class communications with speed and ease. From finance automation to mail and parcel management, Quadient reduces friction and waste so customers can focus on growth and customer connections. Quadient is listed on Euronext Paris (QDT) and part of the CAC® Mid & Small and CAC Technology indices. Make room for the remarkable at quadient.com