quadient®
Inspire

Transform your business, delight your customers.

Today, delivering an exceptional customer experience (CX) through personalized omni-channel communications is essential to sustaining a competitive advantage, building customer loyalty and driving revenue.

However, when acting on customer experience opportunities, many large organizations face a number of challenges including departmental silos, legacy systems and changing market regulations.

Quadient's award-winning CCM solution, Inspire, helps companies around the world design, manage and deliver personalized, accurate and compliant communications across all channels, from one centralized platform.

"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.

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

Improve the customer experience

Digital consumers are changing the rules of the game. They are turning to brands and services across all industries that offer choice, convenience, and personalized service.

Personalization and convenience

Leverage existing templates and data from your core systems to create highly personalized, relevant communications for delivery across all channels.

Interactive experiences

Create dynamic digital experiences that make it easy for your customers to understand and sort through important information with interactive charts, graphs, and sliders.

Consistency

With Inspire, communications are created in a single design platform and delivered to customers via their channel of choice. Consistent experiences build trust. Trust keeps customers coming back.

Inspire capabilities at a glance

Output management

Print, e-delivery, email, SMS, web & mobile

On-demand & batch communications

Dynamic and interactive communications

Compliance management & auditing

Comprehensive tracking

Synchronized omni-channel preview

On-boarding

Digital forms and processes

Data pre-population

eSignature integration

Mobile & web approval

Business user empowerment

Business user content authoring

Interactive quote creation

Web-based collaboration

CCM Platform consolidation

Legacy system integration

Template migration & consolidation

Data ecosystem integration

75%
of surveyed organizations saw a return on their investment in Quadient Inspire in 18-24 months or less.

92%
of surveyed organizations rate Quadient's Customer Support as better than the competition.

Over 80%
of surveyed organizations rate the following Quadient Inspire features as significantly better than the competition:

- Omni-channel design and proofing
- Performance and scalability
- Scope of available features

Increase agility and reduce compliance risk

Organizations today must respond quickly to changes within the regulatory landscape.

Inspire reduces compliance risk by involving subject matter experts in the content creation, review and approval process, providing a holistic view of, and enabling greater control over customer communications.

Collaboration
Compliance, legal, and line-of-business teams collaborate throughout the communications creation process. Simplify collaboration with sharable content, visual approval, and social media-style interactions.

A holistic view
Compliance teams get a complete view of the entire communications package in every format—print, web, mobile etc.—reducing 'errors of omission'.

Greater control
Inspire makes it easy for compliance personnel to 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.

Speed digital transformation

Inspire integrates seamlessly with all your IT systems. This includes existing legacy applications, making it easy to leverage your existing templates and data ecosystem to create highly personalized, relevant communications across all channels.

Eliminate silos and empower business users

Inspire is the only centralized solution that makes it easy to create, approve and deliver omni-channel communications from one easy-to-use platform – eliminating the need for multiple siloed teams, and reducing strain on IT. Business users are given access to parts of documents through an online web editor, and business administrators specify which templates may be accessed by whom and what changes may be made.

Take action to improve the customer journey

Inspire integrates seamlessly with Quadient Customer Journey Mapping, allowing you to connect all customer communications directly to your journey maps. This gives you visibility into every customer touchpoint across the entire customer journey and enables you to take action when required.

Create personalized digital experiences

Quadient Mobile Advantage enables you to extend the power of Inspire to your mobile apps and secure web portals. That means creating highly individualized, responsive, interactive, and compliant experiences is done from one place.

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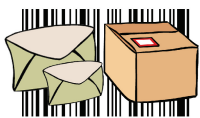
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quadient
customer experience. activated.

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.