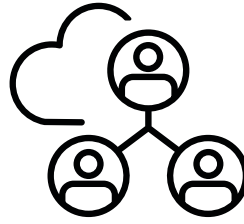


HIGH-PERFORMANCE,
SAAS CUSTOMER
COMMUNICATIONS FROM
THE WORLD'S MOST
TRUSTED CCM SOLUTION
PROVIDER

quadient
Because connections matter.



Inspire Evolve: cloud communications built for the future

Inspire Evolve is a high-performance, SaaS customer communications solution from Quadient - the world's most trusted CCM provider. Inspire Evolve empowers non-technical business users to design, personalize and deliver secure, human-centric communications which are a vital part of an exceptional customer experience - all with minimal IT strain.

Inspire Evolve is cloud communications built for the future. As customer expectations and the demand for personal, secure, in-the-moment communications rise, a new CX standard has been set for all organizations. Consumers will continue to demand experiences that galvanize. Most businesses struggle to meet this new standard.

Hindered by complex front office and core systems, communications rarely meet customer expectations of personalized, relevant content delivered with speed. Costly and inefficient IT processes, along with siloed content creation workflows, impedes the delivery of a customer touchpoint that engages and drives market differentiation.

With Inspire Evolve, you can transform customer communications in hours, not months.

nirva

Smarter Customer Communications

BACKED BY THE EXPERTS

Gartner, Forrester,
IDC, Aspire,
and Quadrant
Knowledge
Solutions

EXPERIENCE

A rich history
of world-class
leadership

PROVEN RESULTS

97% customer
satisfaction rate

EXPERTISE

Over 1 trillion
personalized
experiences delivered



“

CCM buyers are shifting to cloud in order to reduce operational cost while improving productivity and gaining scalability.

— Aspire, From Software to Services:
Part I, 2021

“

76% of executives agree that organizations need to dramatically reengineer the experiences that bring technology and people together in a more human-centric manner.

— Accenture Technology Vision 2020



INSPIRE EVOLVE: THE NEW STANDARD FOR CLOUD COMMUNICATIONS



Dianne Thomson



- 2 years experience working for EMERALD INSURAGROUP.
- Takes pride in her work and empathizes with claimants.
- Responsible for handling home claims.
- Aspires to become a Claims leader within EMERALD INSURAGROUP.



Pamala McDonald

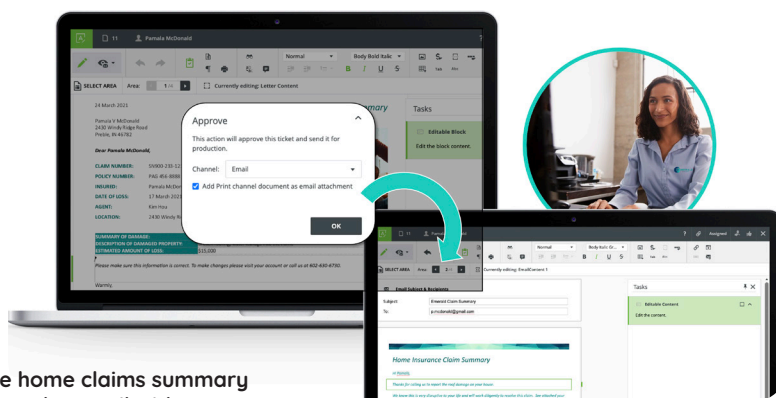
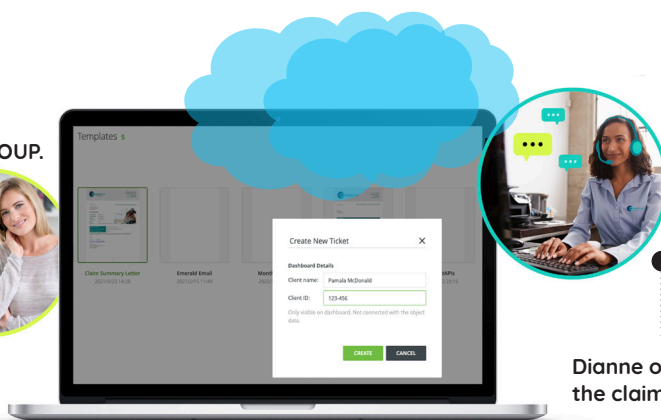


- Has auto coverage with EMERALD INSURAGROUP for the past 5 years, and recently purchased home insurance for her new home.
- Loves where she lives even though the climate often lends itself to inclement weather.
- She's had damage to her vehicle before, but this is her first time submitting a claim for damage to the roof of her home.

Pamala called EMERALD INSURAGROUP.

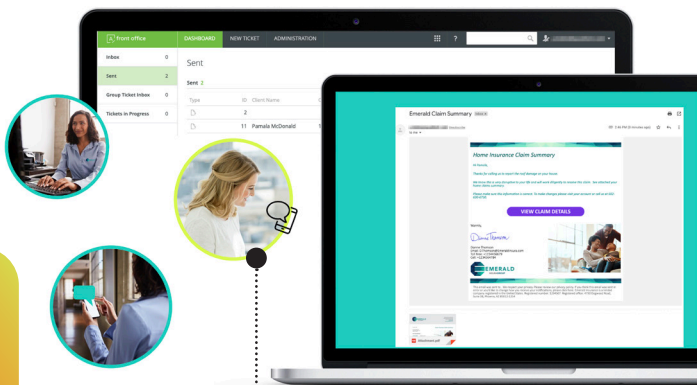


Dianne opened the claims ticket.



Dianne edited the home claims summary document and sent the email with a PDF attached to Pamala.

Dianne checked the dashboard report and sent an SMS to Pamala by phone.



Pamala received the message on her cell phone and reviewed her email.

**INSPIRE EVOLVE
INTEGRATES FOUR
COMPONENTS IN ONE
CENTRALIZED HUB TO
DELIVER A SEAMLESS
EXPERIENCE FOR YOUR
COMMUNICATIONS TEAMS.**

INSPIRE EVOLVE KEY CAPABILITIES

CONTENT AUTHOR

- Intelligent content creation
- Efficient content management
- Approval workflows
- Version control



GENERATE

- Multichannel on-demand and batch delivery
- Email and SMS tracking
- Advanced input handling

FRONT OFFICE

- Approval workflows
- One-to-one personalization
- Dynamic content



ARCHIVE

- Long-term archival and retrieval



INSPIRE EVOLVE GIVES YOU THE POWER TO:

TRANSFORM CUSTOMER COMMUNICATIONS 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.

EMPOWER USERS TO DESIGN DELIGHTFUL, COMPLIANT CONTENT

Safely and securely connect in-the-moment. Inspire Evolve guarantees that customers receive a personalized message at any time of the day or night. Content authors can design communications according to branding and personalization rules and use approval workflows to ensure compliance with front office.

INFINITELY SCALABLE ACROSS YOUR ENTERPRISE

Send scalable, secure communications on a cloud platform built for volume and compliance. Inspire Evolve pulls data from any source, handling scalability and security needs to create personalized or 1:1 communications. Multiple communications can be handled with industry-leading speed by the batch service.*

RESERVE IT RESOURCES FOR HIGH-VALUE EFFORTS

Safely design communications that are maintained by your lines of business, not IT. Hosting within the Quadiant Cloud ensures that complex recurring software upgrade costs are consigned to history, releasing key IT resources to support your wider transformation programs.



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Making a communications change using traditional IT models takes, on average, two or three months, but a cloud-based platform underpinned by smart content and intelligent approval workflows enables business users to make changes themselves and can significantly shorten cycle times, in some instances, making changes virtually in an instant.

— Aspire, The State of CCM to CXM Transformation, 2019

*coming soon

“

Driven by non-traditional IT needs,
43% of new corporate buyers in
 marketing and customer experience
 expect to switch to subscription-
 based, cloud solutions.

— Aspire, The State of CCM to CXM
 Transformation, 2019

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Inspire Evolve is checking
 all the boxes on what
 industries need to create,
 manage and store
 customer communications.

— Customer communications
 expert for insurance and banking

ACCELERATE YOUR CX, ONE POWERFUL CONNECTION AT A TIME



quadient
 Because connections matter.

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, please call us on +44 (0)20 7692 0616, email us at enquiries@nirvauk.com or visit nirvauk.com