



**nirva**

**Our Exceptional Expertise**  
**Your Smarter Customer**  
**Communications**

# Nirva Transforms Your Customer Communications

Nirva are the UK's agile experts in driving smarter customer communications. We help our clients improve their business critical documents, messaging and processes, maximising the return on their CCM tech investments. In the process we dramatically improve efficiencies and customer experience. Whether you need to do away slow changes, inconsistent branding and manual processes or looking to a move to cloud, digital first and omni-channel. The best case scenario is no longer just a scenario.

Our depth of knowledge means we are able to offer practical advice that can have a transformational effect on your document technology investment processes including Exstream, Messagepoint and Quadient. Our consultants can help with solution design, implementation, integration, training, support and more.

We are experienced in many sectors and industries and have particular strength in:



**Insurance**



**Healthcare**



**Financial  
Services**



**Credit Card  
Providers**



**Utilities & Service  
Providers**

## Your Nirva Team

Nirva is proudly independent: our partiality only extends to doing what's right for you. The team is small, tight-knit hand-picked. Rather than being cogs in a wheel, everyone has a breadth of vision that encompasses the full cycle of project delivery. We are led by a trio of highly experienced CCM experts. Managing Director Tracey Whelan, Technical Director Jacques Mirodatos and Solution Delivery Director Michael Yorston founded the company and have been bringing innovative CCM projects to life since 2007.

# The Nirva Difference

We are proud of our reputation for unrivalled expertise and we love to develop enduring relationships that bring commercial rewards for our customers. Integrity, transparency and fruitful collaboration are all highly important to us – as is our commitment to delivering innovative solutions that are the envy of the industry.

## **We've been around a while**

The team has more than 100 years combined experience, but we retain the pioneering spirit that saw us deliver the very first Exstream implementation globally.

## **Proudly independent**

The interests of the customer are at the heart of what we do, which is why we love being independent and able to offer solutions fit for problems, as opposed to prioritising affiliated systems. We're not owned by any bigger software or services organisations, so we're able to present our recommendations with honesty you'd appreciate.

## **We'll bend over backwards**

We love what we do and we are very good at it. This gives us the confidence and ability to be incredibly flexible and agile. You will find that we are always responsive, collaborative and keen to work around your needs.

## **We never shy away from the difficult**

Our exceptional knowledge and capabilities enable us to deliver the 'difficult to do' when optimising CCM systems and reworking processes to increase efficiency.



"With Nirva's help our document team gained the knowledge required to support our business groups in bringing further innovation to our customer communications."

Lee Duggan

Head of IT Operations & Business Applications  
Police Mutual

If you would like to receive regular industry news or would like to find out more about working with us, please don't hesitate to get in touch.

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