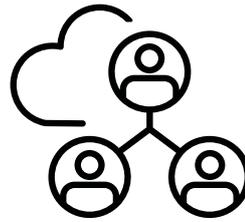


HIGH-PERFORMANCE,  
SAAS CUSTOMER  
COMMUNICATIONS FROM  
THE WORLD'S MOST  
TRUSTED CCM SOLUTION  
PROVIDER

quadi<sup>7</sup>ent  
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

“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

### 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



“

**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.

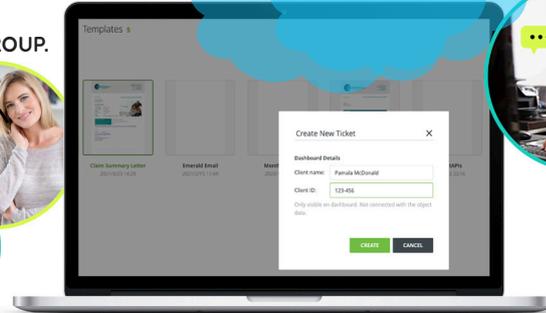


**Pamala McDonald**

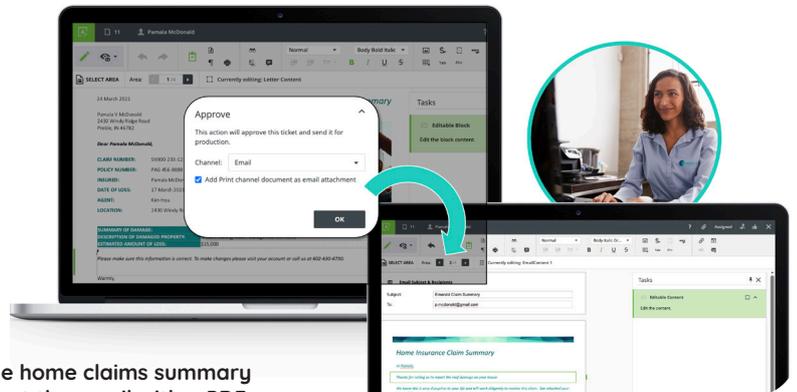


- Has auto coverage with EMERALD INSURAGROUP for the past 5 years, and recently purchased home insurance for her new home.
- Loves where she lives even though the climate often lends itself to inclement weather.
- She's had damage to her vehicle before, but this is her first time submitting a claim for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

Pamala called EMERALD INSURAGROUP.

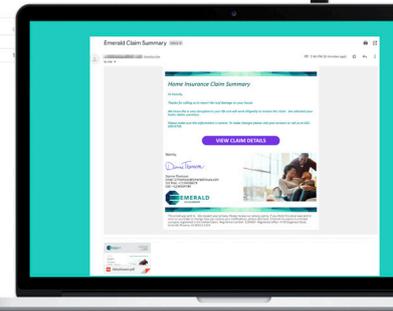


Dianne opened the claims ticket.



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.



“

**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

“

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



**quadi<sup>ent</sup>**  
Because connections matter.

### About Quadi<sup>ent</sup>®

Quadi<sup>ent</sup> 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, Quadi<sup>ent</sup> helps hundreds of thousands of customers worldwide simplify the connection between people and what matters.

For more information about Quadi<sup>ent</sup>, please call us on +44 (0)20 7692 0616, email us at [enquiries@nirvauk.com](mailto:enquiries@nirvauk.com) or visit [nirvauk.com](http://nirvauk.com)