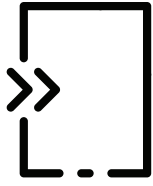


Digital Advantage Suite



Built to extend the power of Quadient's industry-leading Customer Communications Management (CCM) solution, Inspire Flex, Digital Advantage Suite (DAS) empowers you to enhance the customer experience by designing and delivering real-time interactions on your customers' digital channels of choice. DAS includes Dynamic Communications (DC), a low-code platform that lets you easily develop mobile and web experiences that integrate with your CCM platform and align with non-digital communication channels.

SPEED DIGITAL TRANSFORMATION WITH DAS

Speed development time with dynamic content

Transform customer data from core systems into dynamic communications (HTML5) widgets that can then be integrated in web or mobile pages.

Send notifications to specific customer segments

Deliver mobile and web applications, including push, in-app and web notifications informing customers about new content and updates.

Develop and deploy secure integrated online and mobile experiences

Quickly create responsive, interactive, regulatory compliant, and highly individualized mobile and web experiences from one intuitive low-code interface.

INSPIRE FLEX + DIGITAL ADVANTAGE SUITE ALLOWS YOU TO:

- Transform your customer experience to digital interactions.
- Deploy digital communications in real-time to the web and mobile devices.
- Speed digital transformation and omnichannel-communication creation.
- Deliver highly personalized communications, provide storage and security around your business use cases.
- Modernize paper-based documents and processes.
- Improve your market share

HOW DOES IT WORK?

DAS enables IT teams, line of business owners and product teams to collaborate and create personalized digital customer touchpoints that are connected across the entire customer journey. It simplifies the process of transforming customer data from core systems into dynamic content for integration in web or mobile pages.

DAS includes a Digital Services SDK (Software Development Kit) offering a bundle of libraries, plugins, and examples to simplify the process of creating mobile applications used for displaying Inspire customer communications.

DAS provides the ability to create engaging and feature-rich dynamic communications via responsive HTML5 that can be embedded in websites and delivered to laptops, mobile phones, and tablets. This also enables the creation of HTML forms that can serve as the foundation of a self-service mechanism or a guided experience for your business users. Digital Advantage Suite allows for unlimited production of dynamic communications. DAS extends the power Inspire Flex and allows you to:

Securely mobilize and process documents -

- Our customers can create the intended content (dynamic communications or print-based) and securely mobilize it from the production environment to the DAS cloud.

Distribute and store content -

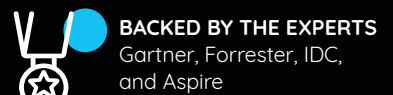
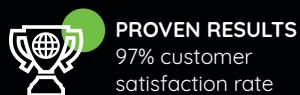
- This content is distributed to mobile and web applications. Only one instance of the document is created, including its attached resources, and is stored in Quadient cloud.

Send push notifications to targeted customers -

- DAS delivers mobile push, rich push, in-app and web application notifications, informing your customers about critical updates, new information, service interruptions etc. Push and web notifications are available to create calls to actions (open the document, or access to another business process in the mobile/Web app like an onboarding form, a personal inbox, a survey).

Generate metrics for continuous improvement -

- DAS reports key metrics to identify the opportunities to improve design and offers insight into which Dynamic Communication are being most used, allowing you to strengthen future communications.



KEY CAPABILITIES

DIGITALLY TRANSFORM

- Create responsive, interactive, regulatory compliant, and highly individualized mobile and web experiences from one intuitive interface.
- Embed communications directly into your existing digital platforms, such as web portals and mobile apps, through the Digital Advantage Suite.
- Accelerate full digital content scenarios by reusing available bootstrap library (bootstrap 5 compatible, 60 new components).

OMNI-CHANNEL DESIGN AND DELIVERY

- Quickly test your mobile applications using the omni-channel preview, then deploy your mobile website and apps directly from DAS.
- Experiment with new delivery channels such as wearables and connected devices with little effort or risk.
- Create and publish mobile & web applications to your favorite app store.
- Supports new channels as they appear; in-app notifications, push notifications and web notifications are part of these new channels ready to be supported.

CREATE TWO-WAY COMMUNICATIONS, APPLICATIONS, AND DYNAMIC COMMUNICATIONS

- Simplify the process of transforming customer data into dynamic content, integrated in web or mobile pages.
- More than 100 built-in HTML5 compliant components and animations are available.
- Create electronic forms from simple data gathering scenarios to highly complex digital applications including data request from third party information systems and data validation.
- Customize, save and repurpose widgets to create and deliver more engaging, personalized digital experiences.

SUPPORT EXTERNAL COMMUNICATIONS

- Supports data transactions between mobile or web applications and on-premise core systems.
- Secures communications and collects transactional statistics.
- Monitors how multi-step data collection processes perform, providing data for each step of the process.

PROVIDE SECURED ACCESS TO DIGITAL CONTENT

- Store digital content in DAS cloud service.
- Create and maintain user stores defining users and rights over that content.
- Integrate with several authentication providers (including one-time password.)

EASILY INTEGRATE THIRD PARTY SERVICES FOR ENHANCED EXPERIENCES

- Deliver location-based experiences and content relevant to customers' specific location, all in real time.
- Propose experiences based on the geo localization of your client.
- Increase customer satisfaction with the convenience of eSignature capabilities for signing documents any time, anywhere on any device.

COMPLIANCE AND SECURITY CERTIFICATIONS

- SOC2 Type II, ISO 27001, ISO 27017, ISO 27018, HITRUST v9.1
- GDPR, HIPAA, PDPA, and OWASP SAMM compliant
- Cloud Security Alliance member

SUPPORT AND TRAINING

- 24x7 global support
- Join the Quadient University for access to formal Inspire Flex training and certification programmes
- Engage your peers from across multiple industries in our secure customer forum, and at Quadient Inspire Days.

PROFESSIONAL SERVICES

- Get assistance from Quadient's extensive global team of professional service experts to create quicker results for your business.
- Move off your legacy CCM platforms with less effort using Inspire Xpress, Quadient's AI-powered machine learning solution for rapid migration into Inspire Flex.

IS IT RIGHT FOR YOUR ENTERPRISE?

Inspire Flex is the ideal solution for the rapid transformation of your communication infrastructure. Thousands of customers currently use Quadient's industry leading Inspire technology with DAS and Dynamic Communications for:

- Digital forms (customer service forms, registration forms, new account forms, complaints, online quotes, etc.)
- Digital invoices and bills (bank statements, credit card bills, telecommunications bills, energy bills, etc.)
- Digital contracts (life insurance policies, vehicle loans, refinancing contracts, health insurance, etc.)
- Alerts
- Notifications
- And many more



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, visit quadient.com.