quadient
Because connections matter.

Transform the way you connect with your customers.

For telcos who must compete by creating exceptional customer experiences, Quadient® provides omnichannel solutions that deliver compliant and meaningful customer interactions.

Today, customer experience is the new battleground for business. Naturally, your customers expect you to be on the leading-edge of communications technology. But how well are you able to meet their CX demands?

Many telcos lack the proper infrastructure to support a CX strategy that spans the entire business. Legacy technology, departmental silos and changing regulations add additional layers of complexity and hinder progress.

Quadient's comprehensive portfolio of best-in-breed technologies helps telecommunications companies bring together and activate the entire business in the name of better customer experience.

BACKED BY THE EXPERTS
Gartner, Forrester, and Aspire

EXPERIENCE
A rich history of world-class leadership

PROVEN RESULTS
96% customer satisfaction rate

EXPERTISE
8 billion personalized experiences annually

"We use Inspire for all of our electronic and paper customer communications, including bills, statements, and various letters."

— IT Professional, Medium Enterprise Telecommunications Company

One platform, unlimited channels

Quadient Inspire, an award-winning and market-dominating customer communications management (CCM) platform, enables telecommunications organizations to create and deliver personalized, compliant customer communications across all channels, from one centralized hub.

Improve the touchpoints that matter most to your customers:

- Bills and usage statements
- Email & SMS
- Mobile and web content
- Interactive welcome kits and contracts
- Correspondence

Generate content that is:

- Managed by business users
- Governed by approval processes
- Mobile and digital ready

Create customer communications that are:

- Personalized
- Ready for delivery via any channel
- Compliant with regulations
- Guided by customer journey mapping

Speed digital transformation

Most established telecommunications companies have a complex infrastructure of mission-critical legacy IT technology. This problem is often compounded by multiple legacy systems remaining from previous acquisitions and home grown systems that have increased risk of failure every year.

With Quadient Inspire, you have the ability to create more robust, dynamic and business-driven communications than ever before – without incurring huge costs to replace existing systems. Our solutions integrate with your existing technology infrastructure and offer flexible implementation options, including on-premise, hybrid, and cloud. Our powerful migration technology, InspireXpress makes the process of retiring legacy CCM systems fast and easy.

Whether you are simply moving from print to e-delivery, or looking to explore more sophisticated channels, Quadient technology scales with you as you grow, regardless of your maturity level.

Empower business users, reduce silos

Reduce compliance risk and improve efficiency by enabling compliance, legal and line-of-business teams to collaborate throughout the communications creation and approval process. Quadient Inspire pulls data from anywhere to populate a single approved template with business rules in place for displaying product and location-specific regulatory content that is locked down to safeguard compliance. Share, route, approve and track changes with a full audit trail.

Quadient Inspire's synchronized omni-channel preview then enables managerial staff to review the output in every format (mobile, tablet, web etc.) for fast approval.

Elevate your customer experience, improve customer satisfaction

Reduce in-bound call volumes
Reduce call volumes by making statements easy-to-understand with interactive charts, graphs and sliders. Include dynamic elements including graphs to illustrate usage information. Consolidate statements for various services to take advantage of postal savings.

Personalized interactive communications
Enable your CSR's to create personalized customer correspondence by putting approved templates at their fingertips.

Up-sell, cross-sell
Create personalized offers to encourage enrolment in fixed payment plans to guarantee income streams. Leverage mobile push notifications, SMS and email to promote annual maintenance plans and new equipment.

Digital onboarding
Make onboarding quick and convenient with digital forms that are pre-populated with your customers' data, and integrated eSignature capabilities.

The telecommunications industry ranked
(general retail, telecom/cable, travel, financial/credit and big box electronics)

1   **2**   3   4   5

2ND out of **5** ★ ★ ★ ★ ★

in terms of **highest churn rate** resulting from **POOR CUSTOMER EXPERIENCE**

Increase agility, reduce risk

Reduce compliance risk and improve operational efficiency by enabling various departments throughout your organization to collaborate throughout the communications creation and approval process. Changes are made in one location and applied everywhere you choose, and content blocks are locked down to safeguard regulatory language where required. Quadient Inspire allows you to share, route, approve and track documents and changes with a full audit trail.

Step up your mobile game

Personalized mobile and web content can be extremely costly to develop and maintain.

Quadient's Digital Advantage Suite helps you create responsive, interactive, regulatory compliant and highly individualized mobile app and web portal content quickly and easily from one intuitive interface, reducing strain on IT and lowering costs.

Explore new channels, stay on-brand

Our omnichannel design tool enables you to experiment with new delivery channels with little effort or risk. Control brand messaging and consistency across all channels from a single platform.

Take action to improve the customer journey

Quadient Customer Journey Mapping enables you to connect all customer-facing communications to a customer

journey map, ensuring every communication project is accountable to your CX strategy at the highest level. Cross-functional teams easily share feedback directly through the tool, so improvements can be made in real-time.

Powerful archival and retrieval for improved customer experience

Meet today's compliance standards and improve CX by providing both customers and employees with quick access to historical documents and data across all channels. Drive web traffic, improve customer experience, and reduce call volumes by empowering your customers to securely access their statements and correspondence through your web portal, on the device of their choice.

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About Quadient®

Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on Customer Experience Management, Business Process Automation, Mail-related Solutions, and Parcel Locker 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.