

QUADIENT CXM PLATINUM MAINTENANCE & SUPPORT SERVICES

quadient
Because connections matter.

Invested in your success

At Quadient, we believe that the quality of the Support Services provided by an organization largely determines the success of any customer relationship. We understand that our clients depend on our solution to run their business and that for many clients, these are business critical operations. The Quadient Customer Support Program was designed to satisfy these demanding requirements.

A Satisfied Customer. Every Time

We achieve this mission by:

- Providing timely, professional and efficient technical support
- Proactively helping our clients adopt the Quadient solution and accelerate their time to value
- Providing a central point of contact for problem determination and resolution
- Building and maintaining strong relationships with clients
- Closely monitoring and constantly improving our own performance
- Listening to our clients through direct communication and Client Satisfaction surveys
- Coordinating our efforts with other Quadient Teams to ensure smooth service delivery
- Continually upgrading our skills and level of education
- Ensuring all calls/problems are handled with sensitivity, accuracy, responsiveness and accountability

**BACKED BY
THE EXPERTS**
Gartner, Forrester,
and Aspire

EXPERIENCE
A rich history
of world-class
leadership

PROVEN RESULTS
97% customer
satisfaction rate

EXPERTISE
8 billion personalized
experiences annually

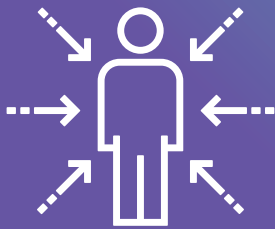




The Quadient CXM Support Services

The Quadient CXM Platinum Support Program provides post-implementation support for customers, and includes the following services:

- 24/7 Quadient CXM Solution/Product Support through email, phone, remote meeting
- Designated Support Analyst
- Product Maintenance, including upgrades, updates and documentation
- Industry leading SLA's (please see the chart below for more details)
- 24/7 access to the Quadient University portal
 - Product documentation library
 - Product installers downloads
 - Discussion forum
 - Knowledgebase
 - Support portal (case submission, management, reporting)
- Up to 5 Named Callers from the customer's organization who have access to Quadient CXM's Support Desk



| Support Plan | Standard Hours of Operation 8:00 am - 5:00 pm | Extended Business Hours 8:00 am - 8:00 pm | 24/7 Support for P1 Priority Cases | Standard SLA Critical - 2 hours High - 4 hours Medium - 8 hours Low - 12 hours | Platinum SLA 60 mins response for all priorities | Named Contacts | EKP License Online Product Training | Designated Support Analyst |
|------------------|--|--|---------------------------------------|--|---|----------------|-------------------------------------|----------------------------|
| Standard Support | ✓ | | | ✓ | | 3 | | |
| Platinum Support | | ✓ | ✓ | | ✓ | 5 | 5 | ✓ |

Global Support Coverage

Quadient delivers Support Services through our four Regional Support teams with 12 offices around the globe, offering assistance in 10 languages.



Quadient CXM Support Model

In order to build true partnerships with our clients and be aligned with their objectives, Quadient has adopted a Focused Support Methodology. It is based on having designated resources on both sides working closely together. Quadient's Designated Support Analyst and the clients' Named Contacts work together to optimize efficiency.

Figure 1 demonstrates how clients' support requests are processed. The Support team remains the main point of contact and has access to all resources necessary to address the reported issues.

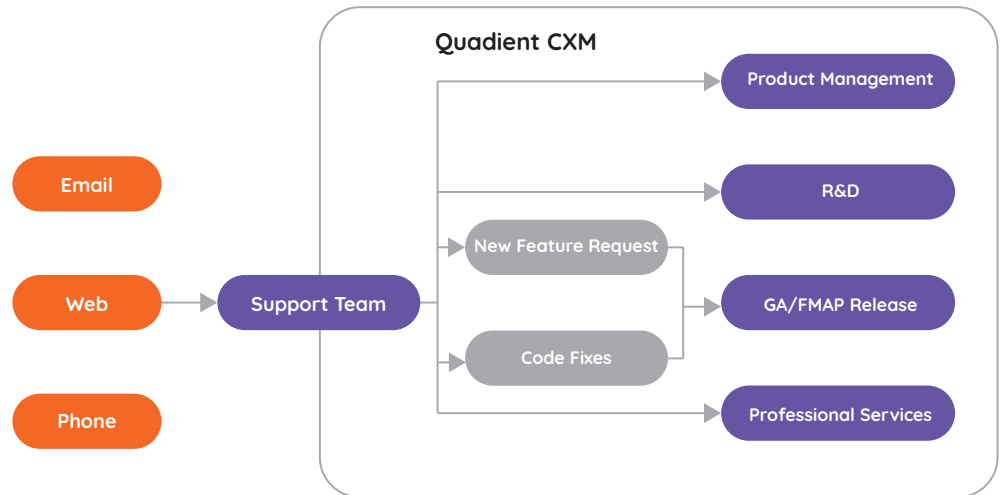


Figure 1



The Designated Support Analyst

Your Designated Support Analyst is the main point of contact and is responsible for resolving all support requests and providing status on all requests logged by their clients. All incoming support cases are received and triaged by the entire Support team to ensure a quick first-response time. Depending on the complexity, cases will either be addressed by the Support Analyst who picked up the case first, or assigned to the Designated Support Analyst who will follow up with the Client directly. This model allows:

- Increased customer satisfaction through streamlining of the support process
- Quick first-response rates
- Improved problem resolution by allowing the client to deal directly with a Designated Support Analyst who is familiar with the customer's deployment of the Quadient products
- Improved communication as a relationship is developed between the Client and the Designated Customer Support Analyst
- Greater accountability and focus for Quadient CXM's Customer Support resources

Client Satisfaction Survey

In order to continuously improve the quality of our Support Services, every time a Support case is closed, we send a Client Satisfaction Survey.

Every time we receive a Dissatisfied or Very Dissatisfied answer, the Manager of Support contacts the client directly to follow up on their concerns and determine how we can further improve our services

Our Customer Satisfaction rate is 97%.



| Request Priority | First Response SLA |
|---|---------------------------|
| 1 - Critical A complete loss in production functionality resulting in critical business impact of a Production Live System. Immediate attention is required. No viable workaround | 60 mins (24/7) |
| 2 - High A significant loss of system functionality resulting in high business impact of a Production Live. System or where major functionality is severely limited. | 60 mins (24/7) |
| 3 - Medium A loss of System functionality resulting in low business impact in either a Production Live or Development System. | 60 mins (24/7) |
| 4 - Low A request for information, enhancement/new feature request, or a "How To" question/suggestion. Low priority request typically does not impact production in a critical way. It may result in a task which can be planned for a new release or as a project with an agreed due date in the future result in a task which can be planned for a new release or as a project with an agreed due date in the future. | 60 mins (24/7) |

Contact Support

You can reach Quadient Support by:

- Email: support@quadient.com
- Online portal: <https://university.quadient.com>



About Quadient®

Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on four key solution areas including Customer Experience Management, Business Process Automation, Mail-related Solutions, and Parcel Locker Solutions, Quadient helps simplify the connection between people and what matters. Quadient supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. Quadient is listed in compartment B of Euronext Paris (QDT) and belongs to the SBF 120 index.

For more information about Quadient, visit quadient.com/connections.

Quadient® and the Quadient logo are registered trademarks of Quadient group AG. All other company and product names may be trademarks and are the property of their respective owners. All information in this document, including descriptions of features, functions, performance and specifications is subject to change without written notice at any time. www.quadient.com