

Quadient Experience Partner Program

Partner with Quadient to deliver exceptional customer experiences using Inspire and extend your market reach.

ABOUT THE QUADIENT EXPERIENCE PARTNER PROGRAM

Designed for partners who work with Quadient to deliver Customer Experience Management (CXM) solutions built on the Inspire Platform, the Quadient Experience Partner Program is a global program intended to enable CXM partners with the knowledge and support to successfully resell and / or implement customer experience solutions alongside Quadient, providing maximum value for customers, partners and Quadient.

The program provides increased partner recognition by differentiating partners making investments in Quadient technologies and rewarding partners for their commitment to Quadient, creating more value for engaged partners. Furthermore, the program increases emphasis on partners making the transition to Quadient's SaaS Solutions.



RECOGNITION

Partner with Quadient Experience, an innovator and recognized as a leader by Gartner, Forrester and IDC as the fastest growing customer communications (CCM) provider globally.



EXPERTISE

As an Experience partner, you'll have access to our dedicated partner teams, and best-in-class support organization from anywhere in the world.



DELIVER RESULTS

As an Experience partner of Quadient, you'll be able to provide market differentiation, and maximize revenues while exceeding your clients' expectations.



GO TO MARKET

In partnership, we are stronger. Leverage our vast library of assets to get your team up to speed efficiently, including full access to our comprehensive eLearning Portal.

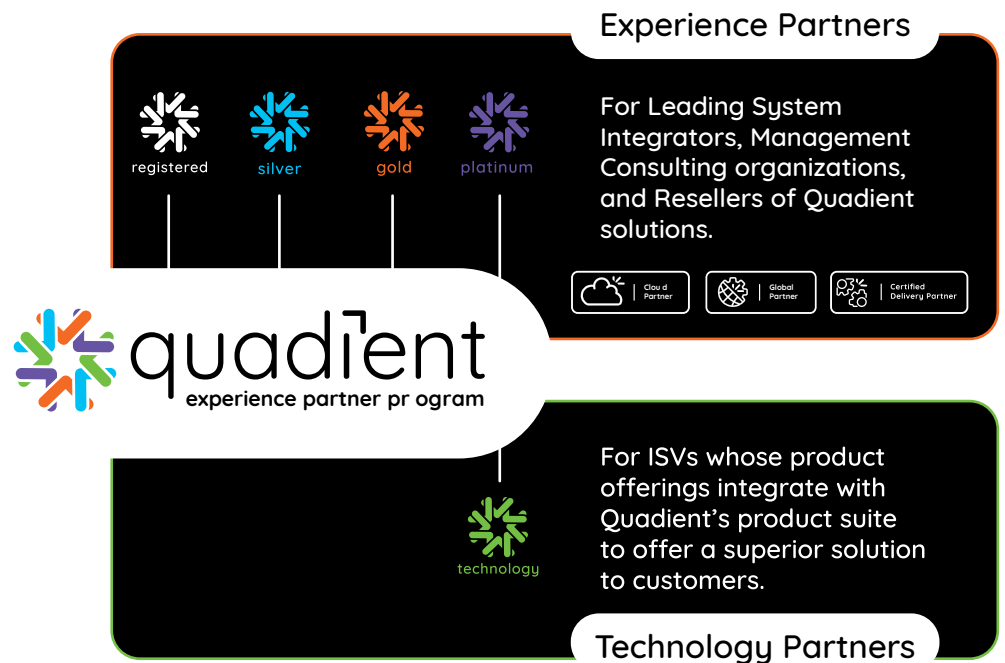
Quadient Training and Certification

Quadient's comprehensive certification program helps our partners to develop and validate the skills required to resell, recommend and / or deploy our solutions. Quadient provides self-paced, on-demand training for business partners through our eLearning Portal. Training requirements for individuals in each partner organization differ by track and tier. Individuals in the partner organization must complete training in a minimum number of Quadient products to qualify for the Silver, Gold and Platinum tiers. By completing training and achieving certifications, partners can benefit from increased sales due to greater expertise with the Quadient product suite.



Quadient Experience Partner Program Structure

The Experience Partner Program consists of two tracks to support partners based on the organization's business model and commitment to Quadient. The Experience Partner track consists of four tiers - Registered, Silver, Gold and Platinum - which are based on the partner's revenue and certification commitment to Quadient. Each tier has distinct benefits and requirements to help partners achieve their business goals. Yearly promotion or demotion will be made by Quadient based on each partner's business results and certifications



Experience Partner Track

Join Quadient's Experience Partner Program as an Experience Partner to take part in the fast-growing customer experience market, helping your clients navigate the transition to digital and engage meaningfully with their customers across the entire customer journey.

The Experience Partner track supports leading system integrators, management consulting firms and resellers who integrate Quadient solutions into their offerings. This track also supports Quadient Delivery Partners who deliver deployment services in their geographic area.

Once you have completed the Experience Partner Track requirements, you'll get access to the Quadient Experience Partner Portal, access to select not for resale (NFR) and demo software, competitive license and maintenance discounts and more.

Benefits:	Registered	Silver	Gold	Platinum
Access to Quadient Experience Partner Portal	X	X	X	X
Partner communications (Newsletter, LinkedIn Group)	X	X	X	X
Access to partner community events	X	X	X	X
eLearning seats	3	3	6	12
eLearning partner view / management		Case-by-case	X	X
Discount on additional eLearning seats		20%	35%	50%
On-site / custom classroom training discount		10%	20%	30%
Access to Inspire Days – annual customer event	Case-by-case	1	2	3
Discount on additional Inspire Days seats (if registration fee applies)		30% up to 2 attendees	30% up to 4 attendees	30% up to 6 attendees
Partner discounts & fees (License & maintenance / referral)		Case-by-case	Case-by-case	Case-by-case
Named partner manager		X	X	X
Sales / pre-sales enablement		X	X	X
Use of Experience Program tier logo		X	X	X
Listing on Quadient website		X	X	X
Partner market recognition (Awards)		X	X	X
Access to NFR & demo software	Case-by-case	Case-by-case	X	X
Participation in Quadient press releases		X	X	X
Co-branded marketing materials				X
Market development fund		Case-by-case	Case-by-case	Case-by-case
Partner Advisory Board				X
Joint account planning			X	X
Executive relationship				X
Business plan review				X

Requirements:	Registered	Silver	Gold	Platinum
Annual certification & training fee	X	X	X	X
Core partner contract	X	X	X	X
Amount resold, referred or Influenced revenue		X	X	X
# of certified consultants (on latest version)		3	6	12
Minimum CSAT performance score		85%	85%	85%
# of referenceable customers		1	2	3
Identified single point of contact	X	X	X	X



Partner Differentiators



The Certified Delivery Partner badge recognizes partners that have the core Inspire capabilities to deliver a CCM/CXM project.



The Cloud Partner badge recognizes partners that are investing and engaged in Quadient Cloud and SaaS solutions.



The Global Partner badge recognizes partners with sales and technical capabilities on the Inspire platform across multiple regions.



Experience Technology Partner Track

Join Quadient's Experience Partner Program as Technology Partner to enhance your offerings, attract new customers and strengthen existing customer relationships.

The Experience Technology Partner track supports independent software vendors whose product offerings integrate with the Inspire platform to offer a superior solution to customers. Technology Partners' offerings complement and extend the value of Quadient solutions to customers.

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Together with our best-in-class delivery, business partners, and technology partners we successfully shape and deliver innovative customer experience solutions for our clients.

— Alban Olier - VP Global Alliances & Channels

quadient
Because connections matter.

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](https://www.quadient.com/connections).

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