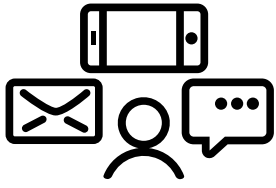


Inspire Flex



Designed to handle everything from the most simple to the most complex and sophisticated communications; Inspire Flex enables users to create and deliver personalized, compliant customer communications across digital and traditional channels, from one centralized hub. Powerful and flexible any-prem deployments (cloud, hybrid, and on-premise) ensure companies don't get locked into infrastructures that don't future-proof their communications abilities.

TRANSFORM YOUR...

customer experience

Create highly personalized, relevant, consistent communications for each customer, delivered via the channel of their choice.

internal operations

Simplify internal processes by empowering consumer-facing users to send 1-to-1 communications through efficient, guided employee experiences.

cost efficiencies

Reduce maintenance costs by combining multiple, siloed communication solutions using rapid, AI-powered migration technology to transition to Inspire Flex.

NEW FEATURES IN THE LATEST RELEASE (R15):

- Drag n'drop responsive email creation
- Send Inspire messages to WhatsApp users
- Easier mobile communications via 60 most popular Bootstrap components
- Multivariate testing to optimize omnichannel delivery
- Universal email & SMS connectors
- Faster cloud deployment — reference apps & accelerators for Azure and AWS

HOW DOES IT WORK?

Inspire Flex is comprised of several fully integrated capabilities that work together to deliver a powerful, seamless experience for your enterprise:

Design

- The Designer UI in Inspire Flex offers the flexibility to create, personalize, manage and publish even the most complicated and regulated communication templates.

Customize

- The Inspire Interactive interface allows business users to leverage base templates from Designer to take control of the communication so they can modify and customize.
- Enable customer-facing staff to efficiently personalize individual communications within a role-based, controlled environment that guarantees brand and legal guidelines are enforced.

Produce

- Inspire Flex enables you to easily integrate your data sources using Scaler to generate personalized, relevant digital and printed communications on demand or in high-volume batches to meet the most demanding requirements.

Deliver

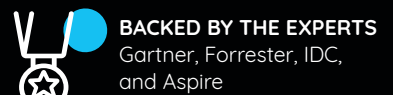
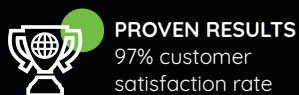
- Deliver email, SMS and WhatsApp messages then track bounce back rates with Messenger, and empower your users to manage rules around the delivery of communications to the preferred channel for each customer.
- Automatically attempt redelivery via other channels when a primary channel fails with the Omnichannel Orchestration capability.

Digitally transform

- Quickly generate responsive HTML5 emails, communications and forms for viewing on different screen sizes and devices.
- Embed communications directly into your existing digital platforms, such as web portals and mobile apps, through the Digital Advantage Suite.

Archive and Retrieve

- Maintain compliance with changing government and industry regulations by storing your historical communications and allowing them to be referenced at later stages of the life cycle using Archive and Retrieval.



KEY CAPABILITIES

EASILY CREATE NEW

COMMUNICATION TEMPLATES

- Import design content from InDesign & QuarkXpress 2021
- Design Dynamic Communications faster & easier with 60+ objects from Bootstrap 5
- Build responsive emails with drag n'drop email template editor.
- Set pre-defined rules to reference data dynamically at run time.
- Take existing communication output in multiple formats and enhance for new communication scenarios
- Instantly preview communication designs across all delivery channels on a single screen.

DIGITAL INTERACTIONS FOR WEB PORTALS AND MOBILE APPS

- Design responsive HTML5 forms to capture customer information.
- Embed business-authored content and forms within your existing digital and mobile screens.

ONE-TO-ONE PERSONALIZATION

- Allow customer-facing teams to personalize individual communications.
- Ensure consistent branding, tone, and quality across communications.

EFFICIENT CONTENT MANAGEMENT

- Create content and re-use in multiple communications.
- Make company-wide content changes such as logos, addresses, and terms and conditions; rapid and painless.

OMNICHANNEL ON-DEMAND AND BATCH DELIVERY

- Compose and deliver communications through PDF, HTML5, email, print, SMS, and WhatsApp channels.
- Track email and SMS delivery (delivery, read, unsubscribe)
- Generate communications on demand or high-volume batch. Add failover capability to ensure if one channel fails, an alternate channel is tried to ensure delivery, resulting in high customer engagement.

INGEST ANY DATA FORMAT

- Import multiple data formats including XML, JSON, CSV, ODBC and scripted connections, and many more.

FLEXIBLE CONNECTORS AND INTEGRATIONS

- Connect to Guidewire, Duck Creek, and Salesforce Lightning Experience for Sales and Service Cloud.
- Integrate your own applications using Rest API, ActiveMQ, WebsphereMQ, RabbitMQ®, HTTP, and FTP protocols, and more.
- Manipulate your data within Inspire Flex, not within your existing applications.

ON-PREMISE AND CLOUD DEPLOYMENTS

- Flexible deployment options include on premise, hybrid cloud, private cloud or as a hosted managed service to fully meet the needs and requirements of your organization.
- Manage containerized deployments using industry-leading methods including Docker, Kubernetes, and OpenShift.

APPROVAL WORKFLOWS

- Customise approval workflows for sign off on new communication content and rules.

ARCHIVE AND RETRIEVAL

- Archive every communication into an enterprise-level long term repository for future use, including meeting compliance requirements.

INCREASE THE POWER OF INSPIRE FLEX WITH INSPIRE JOURNEY

- See gaps between customer expectations & actual journey, gain insights to fix touchpoints in realtime.

EXPANDED CHANNEL AND DELIVERY OPTIONS

- Omnichannel orchestration
- Multivariate testing to identify optimal delivery channel
- Native channel support across portfolio
- Universal email & SMS connectors

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
- Access to online Inspire Flex training and certification programs.
- Engage your peers from multiple industries in our secure customer forum, our CCM user group, 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 InspireXpress, Quadient's AI-powered machine learning solution for rapid migration into Inspire Flex.

FIND OUT MORE

Learn more about how Inspire Flex can support your communication transformation journey. Contact us.



Duck Creek Technologies



quadient
Because connections matter.

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.