



Is strained IT holding you back from CCM transformation?

Today's customers have elevated expectations. They've gone digital, demanding convenience and flexibility. Delivering exceptional customer experiences (CX) through personalized, omnichannel communications is now key to competitive positioning, building customer loyalty and driving revenue.

However, enterprises often face implementation challenges including departmental silos, legacy systems, distributed workforces, changing government regulations and strained IT resources.

Quadient's award-winning Customer Communications Management (CCM) solution, Inspire Flex, helps companies around the world design, manage and deliver a connected series of personalized, accurate and compliant communications across all channels, from one centralized platform.

BACKED BY THE EXPERTS

Gartner, Forrester, IDC, Aspire, and Quadrant Knowledge Solutions



EXPERIENCE

A rich, 20-year history of world-class leadership from SMB to enterprise



PROVEN RESULTS

97% customer satisfaction rate



EXPERTISE

Over 1 trillion personalized experiences delivered



My exact question was answered with an example on how to fix it. I found the customer service very helpful!"

Business Analyst, Insurance

"Always great support. Thanks guys, keep up the good work!"

C-level executive, Service Provider

LET THE EXPERTS HOST MANAGED SERVICES FOR SPEEDY TRANSFORMATION

With Quadient Hosted Managed Services (QHMS), you benefit from the planet’s most intelligent CCM solution – the only fully integrated, any-premise, end-to-end CCM solution – without any heavy lifting.

When you choose Inspire Flex as a Quadient Hosted Managed Service, our team of experts handles migrations, updates, optimization, and application management, letting you transform customer communications while reserving IT resources for other key business competencies. QHMS empowers you to do less with more and get to value quicker.

Deployed in a dedicated instance in the cloud and managed by Quadient experts, this “as a Service” delivery model includes Inspire Flex as a transaction-based subscription license that bundles hardware/software/support and application management costs into one subscription license. This allows customers to focus on utilizing the power of the latest version of Inspire Flex without having to worry about the technical complexities of operating and maintaining the software themselves.

Today, many companies are combining the power and versatility of Inspire Flex with the benefits of cloud operations to reduce capital outlay, accelerate return on investment, and deliver peace of mind.

SERVICE TIERS



BASIC

Operating time	7 x 24
Service times	Mon-Fri: 8:00am- 5:00pm*
Guaranteed availability	88%
Recovery point objective	7d
Disaster recovery classification	7d
Number of scalers	1
Number of interactive	1
Number of non-prod environments	1



BRONZE

Operating time	7 x 24
Service times	Mon-Fri: 7:00am- 6:00pm*
Guaranteed availability	93%
Recovery point objective	24h
Disaster recovery classification	24h
Number of scalers	3
Number of interactive	2
Number of non-prod environments	2



SILVER

Operating time	7 x 24
Service times	Mon-Sat: 6:00am- 8:00pm*
Guaranteed availability	96%
Recovery point objective	24h
Disaster recovery classification	24h
Number of scalers	3
Number of interactive	2
Number of non-prod environments	2



GOLD

Operating time	7 x 24
Service times	7 x 24
Guaranteed availability	99.2%
Recovery point objective	< 30 min
Disaster recovery classification	24h
Number of scalers	5
Number of interactive	3
Number of non-prod environments	3

QHMS BENEFITS

Free up IT to focus on core competencies that drive business goals



Drive fast CX transformation



Ensure compliant, secure, consistent customer communications



Ensure operational efficiencies



Leverage past investments for future projects

DO MORE WITH LESS

Free up your team to deliver exceptional CCM knowing your full Inspire investment will be handled by the industry-leading experts

TAILORED FOR YOUR SUCCESS

A customized Quadient CCM solution service, tailored to meet specific business needs with guaranteed availability and service level agreements

TAKE BACK CONTROL

Give business users the ability to take control and make content changes without delays from IT workload bottlenecks

BUILD YOUR EXPERTISE

We have the expertise for successful application implementation and upkeep, but our end goal is to make you self-sufficient with our systems

GET TO MARKET FASTER

With no new or continuing education on the tech stack needed, time to implementation and adoption happens quickly

TRANSFORM YOUR BUSINESS, DELIGHT YOUR CUSTOMERS.

Ready for a full turnkey cloud CCM offering hosted and managed by Quadient? Enhance your CX by powering interactive and compliant experiences at scale for web, mobile and digital – without overextending your IT resources.

QUADIENT HOSTED MANAGED SERVICES LETS YOU:

- Address skills gaps and resource challenges by accessing the specialized support they need when and where they need it
- Achieve greater value from your Quadient investment, while simplifying and reducing the costs of ongoing operations and critical production support
- Focus on business priorities and increase internal productivity by leaving application management to the vendor that developed it
- Receive the same benefits of a Quadient solution without the burden of operating them with predictable monthly costs

POWERFUL COMMUNICATIONS, NO DEPLOYMENT OR MAINTENANCE HASSLE

- The world's largest team of certified and experienced Quadient professionals
- A dedicated QAMS/QHMS Manager who understands their business priorities and our applications, ensuring they receive excellent service and the future proofed solution they need
- A customized Quadient CCM solution service, tailored to meet your specific business needs with guaranteed availability and service level agreements
- Allow the business to take back control and make their own content changes without the IT workload bottleneck

WHY QUADIENT?

SPECIALIZATION

Our professionals are specialists in Quadient products and Customer Experience Management (CXM) programs leading to improved delivery results for customers.

HIGH QUALITY

We are the developers of the software, so we understand it from top to bottom. We possess a comprehensive knowledge of all offered products and services and our implementations run smoothly because of our in-depth product experience.

COST-EFFECTIVENESS

Our scalable teams and solutions enable a high degree of flexibility and cost-effectiveness while enabling customers to make their own content changes.

EFFICIENCY

Our service teams can implement programs and changes faster and provide faster response and resolution times due to their wealth of experience and direct access to Product teams.

CUSTOMER SUCCESS

24/7 connection with an expert support team that includes comprehensive processes to monitor availability, performance, and proactively detect and escalate performance incidents and service disruptions.

SECURITY FEATURES / STANDARDS:

- Quadient is ISO 27001 certified
- Infrastructure and applications for single tenant (only for one customer)
- Customer can access only through site-to-site VPN behind firewall
- Quadient personnel Service access only with special permissions through privileged access workstation (Jump server)
- DDoS protection integrated in application gateway architecture service provided by Azure
- IP and port allow list
- Access to internet is restricted to Azure Red Hat repositories
- Basic tier using ClamAV as antivirus
- Higher tiers protected by Azure Defender (vulnerability and threats for virtual machines, SQL databases, containers, web applications, your network)
- All Inspire applications have audit log (stored for 1y)
- All used components with audit logs (stored for 1y), accessible for anomaly detection.
- Ready for HIPAA, GDPR and PCI compliant solutions

Information Security Management System (ISO 27001)

Quadient is certified for the 27001:2013 compliance by SGS. The locations included in the certification are Quadient's Head Office in Switzerland, Research and Development in Czech Republic, and the sales offices in Canada, Germany, Poland, Singapore, Spain, Switzerland, and the United Kingdom.

ISO 27001 (formally known as ISO/IEC 27001:2013) is a specification for an information security management system (ISMS). An ISMS is a framework of policies and procedures that includes all legal, physical and technical controls involved in an organisation's information risk management processes. The specification of ISO 27001 contains requirements for documentation, management responsibility, internal audits, continual improvement, and corrective and preventive action. ISO 27001 uses a top-down, risk-based approach and is technology-neutral.



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/experience.