quadient
Because connections matter.
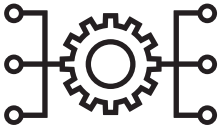
Secure customer communications in the cloud, without the headaches

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 crucial to competitive positioning, building customer loyalty, and driving revenue.

However, enterprises often face challenges keeping up with and maintaining business applications — from a lack of skills and expertise to legacy systems that have not been updated in years to distributed workforces and strained IT resources.

Quadient Managed Services (QMS) for Inspire Flex combines our award-winning Customer Communications Management (CCM) solution, Inspire Flex, with expert management and hosted infrastructure to overcome these challenges. Deploying Inspire Flex as a managed service empowers businesses with constant, reliable access to the latest Inspire features without the heavy lifting. Get to the cloud and free up staff to design, manage and deliver a connected series of personalized, accurate, and compliant communications across all channels.

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

> The appetite for IT-managed services is evident - $411B in 2027, up from $174B in 2019, with a CAGR of 10.2%. — **Source: Research Dive**

> Pre-COVID, some estimates showed 90 percent of Fortune 1000 companies using MSPs to provide at least part of their IT infrastructures or services. Post-COVID, those numbers are expected to rise. — **Source: Jumpfactor**

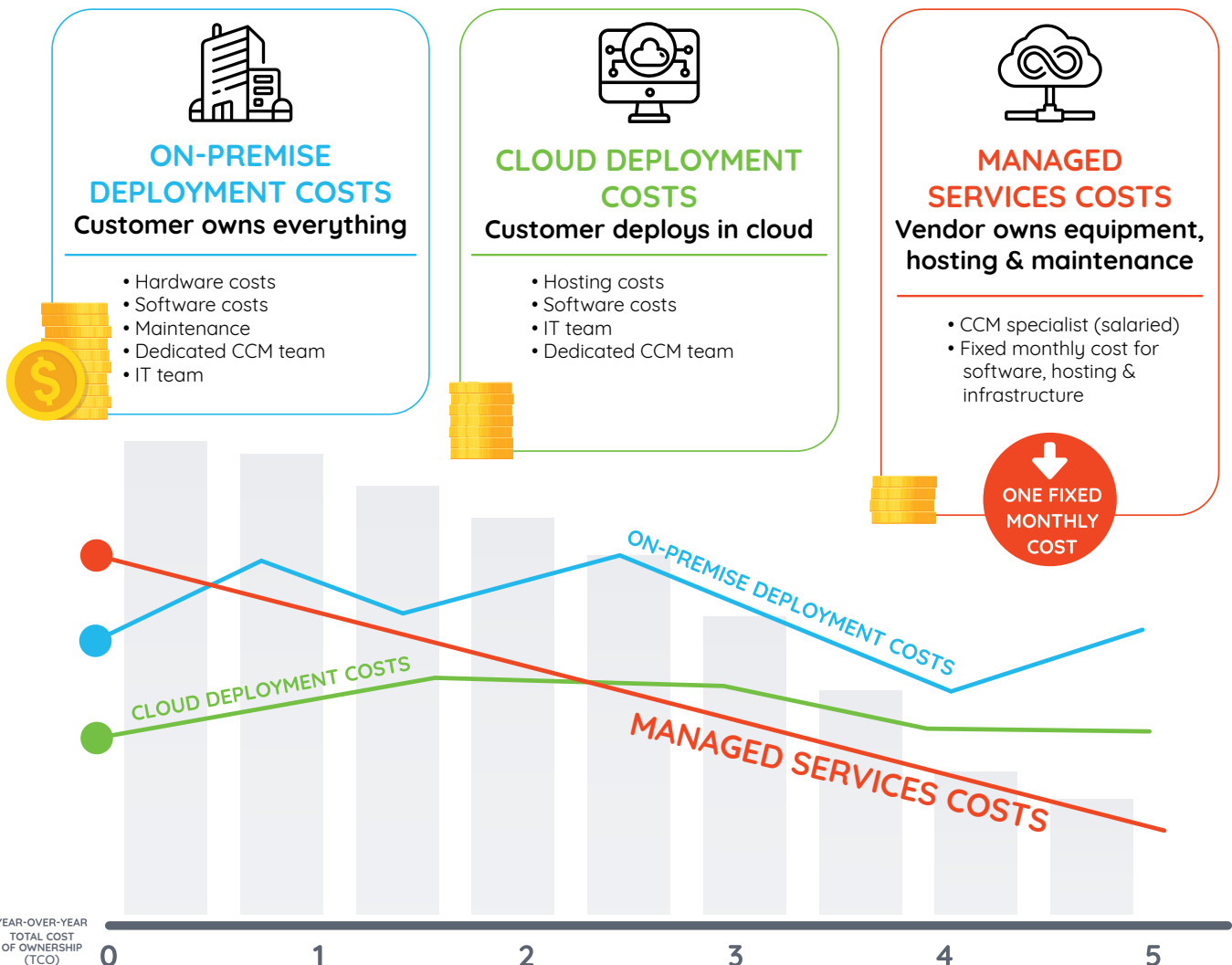# LET THE EXPERTS HOST MANAGED SERVICES FOR SPEEDY TRANSFORMATION

With QMS, 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 Managed Service, our team of experts handles migrations, updates, optimization, and application management, letting you transform customer communications while reserving IT resources for other essential business competencies. QMS empowers you to do much more with less 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 worrying about the technical complexities of operating and maintaining the software themselves while realizing the total cost of investment savings.

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.

Lower your Total Cost of Ownership (TCO) with
QUADIENT MANAGED SERVICES

ON-PREMISE DEPLOYMENT COSTS
Customer owns everything

- Hardware costs
- Software costs
- Maintenance
- Dedicated CCM team
- IT team

CLOUD DEPLOYMENT COSTS
Customer deploys in cloud

- Hosting costs
- Software costs
- IT team
- Dedicated CCM team

MANAGED SERVICES COSTS
Vendor owns equipment, hosting & maintenance

- CCM specialist (salaried)
- Fixed monthly cost for software, hosting & infrastructure

ONE FIXED MONTHLY COST

ON-PREMISE DEPLOYMENT COSTS

CLOUD DEPLOYMENT COSTS

MANAGED SERVICES COSTS

YEAR-OVER-YEAR TOTAL COST OF OWNERSHIP (TCO)

0   1   2   3   4   5

QMS FOR INSPIRE FLEX BENEFITS

Free up time and IT resources for other value-driving initiatives

Ensure compliant, secure, consistent customer communications

Drive faster CX transformation

Immediately access latest tech without worrying about upgrades, patches, and security

Modernize past efforts with simple migration to a right-sized hybrid CCM model

DO MORE WITH LESS

CCM as a managed service means less internal stress and more support with external experts handling time-consuming tasks like troubleshooting, coding or software updating.

SCALES SEAMLESSLY

Minimize downtime and growing pains with seamless transitional support in the increments you need – without worrying about extra hours, cutting or adding headcount, or unexpected budget hits.

BUDGET STRATEGICALLY

Lower your total cost of ownership and establish predictable monthly costs by shifting the unknown financial burden of operating, repairing, and updating equipment from your business to QMS.

ACCESSIBLE EXPERT EXECUTION

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

DRIVE VALUE FASTER

When external experts manage implementation, deployments, and updates, there's no need for tech stack training, minimal downtime, and quick adoption, so you realize value quicker.

TRANSFORM YOUR BUSINESS, DELIGHT YOUR CUSTOMERS

Ready for a secure, 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 the heavy lifting or overextending IT.

QUADIENT MANAGED SERVICES LETS YOU:

- Get the same benefits as an in-house CCM solution but without the hassle of deployment, maintenance, application management, or unpredictable costs

- 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 operational costs and realize hard and soft cost savings with fewer personnel demands

- Focus on other business priorities and increase internal productivity by leaving application management to the vendor that developed it

POWERFUL COMMUNICATIONS, MADE EASY

- Benefit from the world's largest, most qualified team of certified and experienced Inspire experts

- A dedicated QMS Manager who understands your business priorities and Quadient 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 business users to take back control and make content changes without the IT workload bottleneck

WHY QUADIENT?

SPECIALIZED EXPERTS

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 software developers, so we understand it from top to bottom. We have 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, make 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 and performance and proactively detect and escalate performance incidents and service disruptions.

*Contingent upon the service level package

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 organization's information risk management processes. 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.

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/experience.