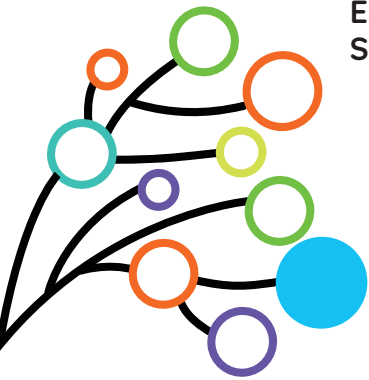


QUADIENT
EXTENDED
SERVICES



quadi^{ent}
Because connections matter.

Quadiant Application Managed Services (QAMS)

**Comprehensive and scalable CCM
management at a fixed cost**

Quadiant has been active in output management, customer communications management and customer experience for many years. Every year, we transform approximately eight billion business interactions into valuable, personalized experiences with high customer satisfaction, helping companies build sustainable relationships with their customers. With long years of industry expertise, we automate and partially automate your process steps while increasing the quality and efficiency of your customer communication.

With our **Quadiant Application Managed Services (QAMS)**, we manage and support your CCM solutions.

QAMS ensures flexibly expandable, end-to-end management of your CCM system at a fixed monthly cost without the need to worry about internal resources and know-how.

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



EXPERIENCE
A rich history
of world-class
leadership



PROVEN RESULTS
96% customer
satisfaction rate



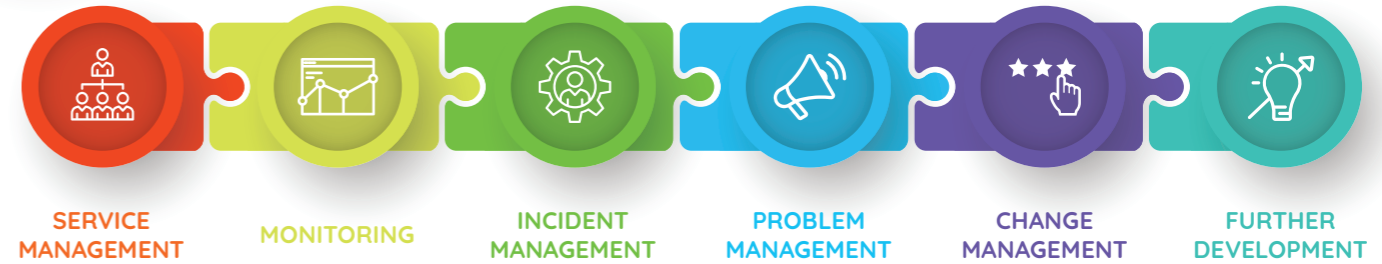
EXPERTISE
8 billion personalized
experiences annually



www.quadiant.com



QUADIENT APPLICATION MANAGED SERVICES (QAMS) - PORTFOLIO



SERVICE MANAGEMENT

MONITORING

INCIDENT MANAGEMENT

PROBLEM MANAGEMENT

CHANGE MANAGEMENT

FURTHER DEVELOPMENT

YOUR BENEFITS AT A GLANCE:



IMPROVED QUALITY

- QAMS fully manages your CCM systems and can be flexibly expanded to meet your business needs
- You reap the benefits of your central CCM solutions without having to take care of operation and maintenance



REDUCED COSTS

- QAMS lowers the cost of operations and critical production support
- QAMS ensures the predictability of monthly costs



SHORTER TIME TO MARKET

- QAMS guarantees fast response and resolution times depending on the agreed SLAs
- Reduced implementation time as the QAMS team is already familiar with your system landscape

YOUR CHALLENGES

- Your internal resources for managing your CCM systems are limited.
- Your CCM systems are outside the strategic focus of your business model.
- The budgets for maintenance and operation of your CCM systems are decreasing.

OUR SOLUTION

- With our Application Managed Services, you benefit from scalable CCM management.
- We focus solely on your CCM systems and make them future-proof.
- Centrally organized service teams ensure cost-efficient implementation.

OUR RANGE OF SERVICES

Our Operation & Maintenance Services cover the operation and administration of your CCM system. This includes the following core services:

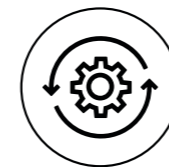
- **Service Management:** Coordination of all services
- **Monitoring:** Monitoring of CCM systems used
- **Incident Management:** Troubleshooting and ensuring the availability of the CCM systems
- **Problem Management:** Resolution and proactive prevention of errors
- **Change Management:** System optimization/configuration
- **Further Development:** Enhancement of functionality

OUR APPROACH



• CUSTOMER ONBOARDING

As part of customer onboarding, we analyse your existing systems to get an initial overview of your CCM system landscape. By implementing our custom processes, we lay the foundation for the QAMS services.



• QAMS OPERATION & MAINTENANCE SERVICES

Our QAMS basic package provides both a ticket system and service management. We closely monitor your active CCM systems to enable our Incident & Problem Management team to quickly respond in the event of malfunction. We are happy to receive your change requests via our standardized change management process.



• FURTHER DEVELOPMENT

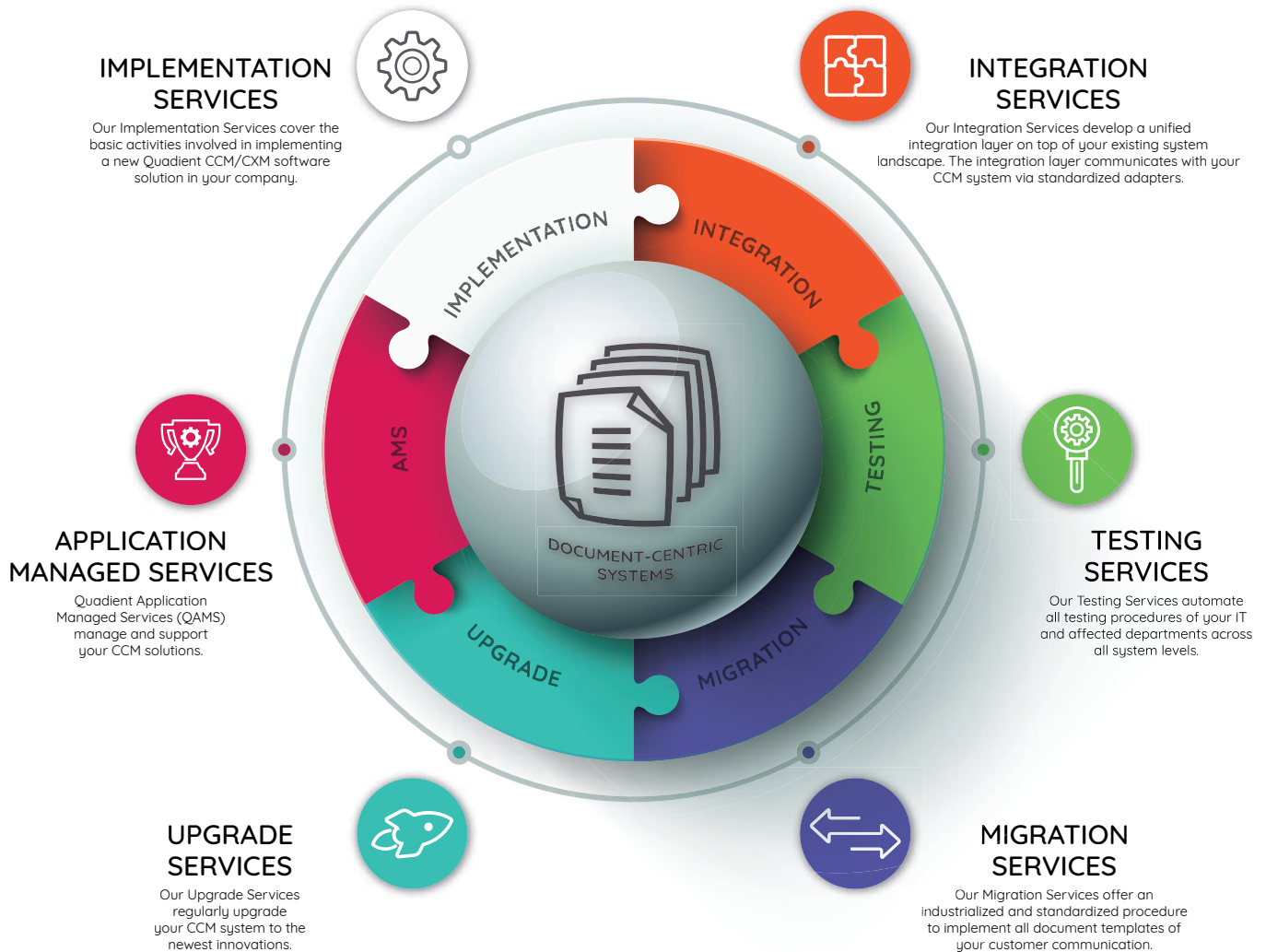
In cooperation with your technical experts, we ensure that your CCM system is always based on state-of-the-art technologies, making it future-proof.

OUR SERVICES

WITH OUR QUADIENT APPLICATION MANAGED SERVICES (QAMS), WE MANAGE, SUPPORT AND ENHANCE YOUR CCM SOLUTIONS.

OVERVIEW: QUADIENT SERVICES & EXTENDED SERVICES

Quadient is the driving force behind the world's most valuable customer experiences. We know the market trends, hear the voice of the customer and respond with relevant innovations, such as our Extended Services portfolio for your business::



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 is part of the CAC® Mid & Small and EnterNext® Tech 40 indices.

For more information about Quadient, visit www.quadient.com.

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