

**PUBLIC  
SECTOR**



**quadient**  
Because connections matter.



## Create effortless and consistent communications for your constituents.

Quadient helps government agencies create a nimble, effective, and unified communications infrastructure to improve the citizen experience. The world's leading customer communications management (CCM) platform, Quadient Inspire enables you to quickly create, manage, and deliver timely, personalized, compliant communications across all channels.

**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





## One platform, unlimited channels.

Quadient Inspire enables you to deliver personalized, compliant constituent communications across all channels, from one centralized platform. It facilitates collaboration, integration, and connections that aren't possible with disconnected project or channel-based approaches.

By unifying your communications infrastructure, Quadient Inspire helps local, state, and federal agencies reduce costs and deliver additional timely communications to citizens.



### Improve the touchpoints that matter most to your constituents:

- Notices and Statements
- Enrollment processes
- Correspondence & notifications
- Complex documentation
- Email, SMS & push notifications
- Mobile app & web portal content



### Generate content that is:

- Managed by business users
- Governed by approval processes
- Mobile and digital ready



### Create constituent communications that are:

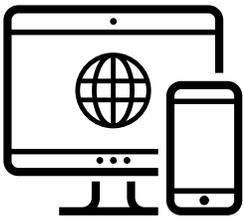
- Compliant with regulations
- Personalized
- Ready for delivery via any channel



## Empower the business user, reduce silos.

Reduce strain on IT by empowering business users to make simple content changes quickly and easily. With Quadient Inspire, business users may be given access to pre-defined content blocks through a web browser. Administrators specify which templates may be accessed by whom and what changes may be made to ensure consistency and compliance.

Quadient Inspire's synchronized omnichannel preview then enables managerial staff to review the output in every format (mobile, tablet, web, etc.) for fast approval.



## Increase agility, reduce risk

Reduce compliance risk and improve efficiency by enabling compliance, legal and line-of-business teams to collaborate throughout the communications creation and approval process. Quadient Inspire pulls data from anywhere to populate a single approved template with business rules in place for displaying product and location-specific regulatory content that is locked down to safeguard compliance. Share, route, approve and track changes with a full audit trail.

## Decrease costs of servicing constituents

The ability to orchestrate the delivery of communications across channels – from mobile to email, SMS and print – maximizes the migration of communications to digital channels, while ensuring deliverability. Combined, these capabilities represent significant cost savings for government agencies.

## Step up your mobile game

Personalized mobile and web content can be extremely costly to develop and maintain, as it is often done manually. Quadient Digital Advantage Suite enables you to create responsive, interactive, regulatory compliant, and highly individualized mobile and web experiences quickly and easily from one intuitive interface.

## Speed digital transformation

Quadient technology integrates with your existing legacy IT systems and offers flexible implementation options, including on-premise, hybrid, and cloud solutions. Leverage existing templates, archived content, and data from your core systems to create highly personalized, timely, and accurate communications across all channels.





## Improve citizen satisfaction



### CLEAR, CONCISE COMMUNICATIONS

Reduce inbound call volumes by making statement information and citizen correspondence easy-to-understand with interactive charts, graphs, and sliders. When appropriate, combine documents into one communication to take advantage of postal savings.



### DIGITAL ENROLLMENT

Make enrollment in new programs and services quick and convenient with digital forms that are pre-populated with constituent data and include eSignature capabilities. Encourage citizens to move to fully trackable electronic communications to save printing and postage costs.



### POWERFUL ARCHIVE AND RETRIEVAL FOR IMPROVED CITIZEN EXPERIENCE

Meet today's compliance standards and improve the experience by providing both constituents and employees with quick access to historical documents and data across all channels. Drive web traffic, and reduce call volumes by empowering citizens to securely access their statements and correspondence through your web portal, on the device of their choice.



## 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).

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