Quadient® Overview

Quadient, a Neopost Company, provides technology that enables organizations to create better experiences for their customers through timely, optimized, contextual, highly individualized, and accurate communications for all channels.

Quadient combines the capabilities of three Neopost sister companies, GMC Software, Human Inference and Satori Software into one technology portfolio of solutions designed to improve customer experience by improving the customer journey across print, digital and social channels. Our solutions bring together and activate the entire organization in the name of customer experience, through better collaboration and visibility into the customer journey.

Quadient supports thousands of clients and partners worldwide in the financial services, insurance and service provider industries in their quest to achieve customer experience excellence via mobile, digital, social media and print technologies.

"Quadient has independent validation from Gartner and Forrester. We appreciate the support Quadient and their user community offers. Their product development roadmap demonstrates innovation and a commitment to the future."

—Senior IT Manager, Medium Enterprise Government Company

Experience
Over 6,000 customers worldwide

Backed by the experts
Ranked a Leader by Gartner & Forrester

Future-proof technology
Fastest release rates in the industry

Proven results
95% customer satisfaction rate

Our customers include

8 of the top **10**
largest financial services companies worldwide

6 of the top **10**
largest insurance companies worldwide

7 of the top **15**
largest Life Insurance companies worldwide

9 of the top **25**
largest P&C insurers companies worldwide

over **6,000** customers worldwide

What you can expect from Quadient

- A **simplified portfolio** of solutions aimed at CX
- **Common UI's** for a seamless user experience
- **Simplified** licensing and pricing
- **Integrated solutions** where there are existing needs
- **Innovation** in future-forward areas of customer experience

"Quadient Ignite allows us to do the impossible. We wouldn't have been able to complete all of these new projects and could never have brought them in-house without it."

—Mike Dooley, Vice President of Production. St. Joseph's Indian School

"Quadient's ability to repurpose legacy applications gave us a risk free, cost-effective solution for highly modernized communications".

—Executive Director, Document Services department, Retail and Investment Bank

Our customers at a glance

CenturyLink · ONEIL · BMO · AEGON · Canon · FIDELITY NATIONAL FINANCIAL

GENERALI · SOCIETE GENERALE · Humana · Banca Popolare di Sondrio · ROYAL NEIGHBORS OF AMERICA · MAILSTREET

PACIFIC LIFE · KPMG · Allstate · postnord Strålfors · Pondres · RR DONNELLEY

平安银行 PING AN BANK · Shutterfly · CANACCORD Genuity · Bradesco · MetLife · TRANSAMERICA

Why Quadient?

CX is the new battleground for businesses. The bar is being set by fast moving, innovative organizations. As companies look to compete, they are facing 4 foundational forces:

1. CONSUMER POWER
People share their negative and positive experiences about your brand faster and more widely than ever before.

2. COMMUNICATIONS
With a growing number of channels – you need to engage with your customers via the channel of their choice in real-time.

3. REGULATIONS
Highly regulated industries face an even larger challenge – how do you better compete with demanding business mandates while maintaining regulatory compliance?

4. DATA
How do you effectively use the ever-expanding amount of data that is available to you to deliver better, more targeted experiences for your customers?

As companies focus on supporting a CX strategy that spans the entire business, they often struggle to make meaningful progress because they haven't put the required communications and data foundations in place.

Every moment, around the world, Quadient® is enabling companies to connect with people to deliver great experiences through exceptional, meaningful and accurate communications.

At Quadient, we go beyond designing great personalized digital experiences.

We help make them a reality.

Quadient has a Net Promoter Score (NPS) of

32

98% Satisfied customers

65% Very satisfied customers

75% of surveyed organizations saw a return on their investment in Quadient Inspire in 18-24 months or less.

92% of surveyed organizations rate Quadient's Customer Support as better than the competition.

80% of surveyed organizations rate the following Quadient Inspire features as significantly better than the competition:

- Omni-channel design and proofing
- Performance and scalability
- Scope of available features

Our business solutions at a glance

Customer Journey Mapping
- End-to-end journey mapping
- Real-time collaboration
- CX visibility across silos
- On-going CX enhancement

Customer Communications Management (CCM)
- Consistent omni-channel communications
- Output and compliance Management
- Business user empowerment
- CCM platform consolidation

Digital Experience
- Personalized digital experience (PDX)
- On-boarding
- Mobile & web applications
- Rapid mobile application development (RMAD)

Data Quality
- Single Customer View
- Data cleansing & consolidation
- Data enrichment
- Data security & compliance

Postal Solutions
- Mail optimization & cost reduction
- Data processing automation
- Postal compliance

Business applications at a glance

- Digitizing account opening at a major global bank

- Omni-channel branch applications in the UK

- Postal and CCM integration at a leading Service Provider

- Client on-boarding for wealth management

Our achievements

7 industry awards in the past 3 years

Named a Leader in the 2017 Gartner Magic Quadrant for Customer Communications Management Software for the fourth consecutive year.

Named a Leader in The Forrester Wave™: Customer Communications Management, Q2 2016

Quadient has also been featured in:

- Forrester vendor Landscape Customer Journey Analytics (October 2016)
- Forrester Vendor Landscape for Omnichannel Banking (Q4 2016)
- Gartner Hype Cycle for Digital Insurance, Life Insurance and P&C Insurance
- Gartner Market Survey for Customer Journey Mapping (June 2016)
- Gartner Digital Commerce Vendor Guide (May 2016)
- Gartner Market Survey Rapid Mobile Application Development (RMAD) (September 2016)

quadient
customer experience. activated.