

Quadient® Inspire and Guidewire InsuranceSuite™

Activate your business, captivate your customers.



“Quadient Inspire has dramatically improved our control over customer communications. We can now manage each step in the process of generating and sending a policy, including the design aspects that make the communication more attractive to our customers.”

—Alexandre Putini,
Superintendent of Digital
Channel Systems & Contact
Center, SulAmérica

You chose Guidewire InsuranceSuite™ to help you enrich your relationships, and quickly respond to market opportunities and threats. Quadient’s award-winning customer communications management solution – Inspire – allows you to get more out of your Guidewire system by increasing the speed, accuracy and number of channels with which you communicate with your customers, agents and brokers.

Quadient helps insurance organizations around the world create better experiences for their customers through timely, optimized, contextual, highly individualized, and accurate communications for all channels. Our solutions are used by thousands of clients and partners worldwide to bring together and activate their organizations in the name of customer experience.

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 business solutions at a glance

- Digital forms and processes
- Paperless claims processes with photo capture
- Interactive quote creation
- eSignature integration



- Interactive welcome kits
- Client correspondence
- SMS and mobile push notifications
- Personalized up-sell and cross-sell promotions



Speed digital transformation

Most established firms have a complex infrastructure of mission-critical legacy IT technology. This problem is often compounded by multiple legacy systems remaining from previous acquisitions and home-grown proprietary systems

Our technology is fully integrated with Guidewire InsuranceSuite™. It also integrates with your existing legacy IT systems and offers flexible implementation options including on premise, hybrid and cloud applications. Inspire makes it easy to leverage existing templates, archived content, and data from your core systems to create highly personalized, timely and accurate communications across all channels.

Whether you are simply moving from print to e-delivery, or looking to explore more sophisticated channels like mobile or wearables, Quadient Inspire scales with you as you grow, regardless of your organization's maturity level.



One platform, unlimited channels

Many organizations have separate tools, teams and third parties dedicated to designing and creating content for mobile, web, and print communications. This results in duplication of efforts, inconsistency and compliance risk.

Inspire enables you to create timely, contextual, personalized and accurate communications for all channels from one intuitive interface. This eliminates the need for multiple siloed teams, reduces risk and ensures a seamless customer experience.

“Quadient’s professional services team, including the expertise of the developers and trainers, have made all the difference when it comes to delivering a seamless implementation. They have fully trained our staff on how to get the most out of Inspire’s many features and they helped design a web service integration that enables us to gather critical customer information from our legacy mainframe systems.”

—Cristiano Barbieri, CIO, SulAmérica.



Empower business users, reduce silos

Reduce strain on IT and meet consumer demands by empowering business users to make simple content changes through a web browser. With Inspire, business users are 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 brand consistency and compliance.

Our synchronized omni-channel preview then enables managerial staff to review the output in every format (mobile, tablet, web etc.) for fast approval.



Increase agility, reduce risk

Reduce risk and improve efficiency by enabling compliance, legal and line-of business teams to collaborate throughout the communications creation and approval process.

With Inspire, compliance personnel manage, track, audit, and approve regulatory language quickly and easily. Changes are made in one location and applied everywhere you choose, and content blocks are locked down to safeguard regulatory language where required.

“Quadient has been extremely helpful in showing us the best way to accomplish certain tasks and they had our employees fully trained in less than six weeks. I’ve worked with many providers over the years and Quadient is at the top when it comes to their knowledge and professionalism.”

—Senior Vice President, Policy Business Integration.
Top U.S. Commercial Insurer



Elevate your customer experience, increase market share

Digital on-boarding

Make on-boarding quick and convenient with digital forms that are pre-populated with your customers’ data.

Dynamic communications

Add dynamic elements to quotes, policy information and welcome kits to make it simple for your customers to scroll, swipe and tap their way through important information with interactive charts, graphs, and sliders. Increase customer engagement and contract completion with mobile push notifications and eSignature capabilities.

Paperless claims processes

Claims is the single biggest expense for a P&C carrier, and is the most important customer interaction opportunity, where future business is won or lost. Be there for your customers when they need to you most, by offering an efficient digital claims process that includes photo and eSignature capture.

Up-sell, cross-sell

Leverage customer data to position upsell and cross-sell promotions tailored to their unique needs.

Quadient customers include:



**9 of the
top 25**
largest P&C
insurers in the world





37%

of enterprises face a **skill shortage** when it comes to mobile application development.

62%

of IT managers report a **large app development backlog**, with some having more than 10 apps waiting to be developed.

Source: Outsystems. The State of Application Development, 2017.

“With Inspire, we have leading edge capabilities in terms of how we present customer data and deliver content to our customers. Historically we have served a demographic that preferred receiving paper documents. Going forward, our clients expect to receive correspondence and access their account information over a variety of communication channels. Inspire’s robust capabilities and the company’s excellent professional services and support teams are making that transition extremely smooth. Inspire has been a real game changer for us,”

—Randi Gordon, Director,
Customer Communications
Management, Pacific Life.



Step up your mobile game

For many organizations, personalized mobile and web content is extremely costly to develop and maintain, as it is often done manually.

Quadient’s® digital experience solutions help you create responsive, interactive, regulatory compliant and highly individualized mobile and web experiences quickly and easily from one intuitive interface, reducing strain on IT and lowering costs.

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quadient
customer experience. activated.

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. Our solutions are used by thousands of clients and partners worldwide to activate their organizations in the name of customer experience.

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