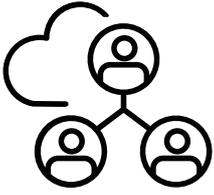**quadient**
Because connections matter.

Inspire Evolve

Inspire Evolve is a cloud-based high-performance customer communication management solution that allows you to personalize the critical communications with your customers across multiple channels.

All communications can be safely designed and maintained by your lines of business, giving them control of the branding, content, and personalization rules. Hosting within the Quadient Cloud ensures that complex recurring software upgrade costs are consigned to history, releasing key IT resources to support your wider transformation programs.

KEY BENEFITS

Empower your business
The intuitive interface within Inspire Evolve allows non-technical users to control your whole communication suite, removing reliance on scarce IT resources.

Transform your experience, quickly
With no implementation lead times you can be up and running in hours, increasing your speed to market by months.

Remove the pain and cost of recurring upgrades
Create communications with the confidence that you will always be using the latest functionality without ever needing to upgrade your software installation.

INSPIRE EVOLVE ALLOWS YOU TO:
• **Manage communications in one place**
• **Increase speed to market**
• **Transform customer experience**
• **Control quality**
• **Ensure compliance**
• **Deploy in hours, not months**

HOW DOES IT WORK?
Inspire Evolve is comprised of four fully integrated components that work together within the Quadient Cloud to deliver a seamless experience for your communications teams:

Content Author
Inspire Evolve's design service gives you the ability to create and manage communication templates across all channels, with a user-friendly GUI and drag-and-drop interfaces removing the need for IT to be your communications gatekeeper.

Front Office
For those communications that need the human touch, the Front Office service allows operational users to individualize communications before they are delivered to the customer, within pre-agreed limits that guarantee your branding and legal guidelines are never overlooked, and with context-sensitive approval processes to ensure the highest levels of operational quality.

Generate
Individual events often demand immediate communications. The on-demand service guarantees that your customers are able to receive a personalized message at any time of the day or night, with speed and reliability. Requests for multiple communications can be handled with industry leading speed and performance by the batch service.

Archive
Designing and delivering personalized interactions is important, but being able to access and reference them at later stages of the life cycle is just as vital for maintaining compliance with regulations. The Archive service gives you a fully configurable enterprise-level long term archival and retrieval capability for all of your Inspire Evolve communications.

EXPERIENCE
A rich history of world-class leadership

PROVEN RESULTS
97% customer satisfaction rate

EXPERTISE
Over 1 trillion personalized experiences delivered

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

KEY CAPABILITIES

TEMPLATE CREATION
- Create and edit multi-channel communication designs.
- Business-friendly drag and drop interface.

ONE-TO-ONE PERSONALIZATION
- Allow contact center, back office, and operational colleagues to personalize communications.
- Retain control of branding, tone, and quality.
- Integrate with everyday business applications.

EFFICIENT CONTENT MANAGEMENT
- Create and manage content in one location and reference that content in multiple communications.
- Make rapid company-wide content changes.

INTELLIGENT CONTENT CREATION SUPPORT
- Advanced spelling and eSignature integration for content and operational teams.
- Leverage Inspire Evolve's AI to recommend similar content changes and increase efficiency.

MULTI-CHANNEL ON-DEMAND AND BATCH DELIVERY
- Compose and deliver through PDF, print, email, and SMS channels.
- Track email and SMS delivery from within the services.

ADVANCED INPUT HANDLING
- Supports multiple input data formats including XML, JSON, CSV, and more.

DYNAMIC CONTENT
- Set pre-defined business rules that can reference variable content or data dynamically at run time.

APPROVAL WORKFLOWS
- Customize approval workflows so that all relevant teams sign off on new communication content and rules.

DOCUMENT VERSION CONTROL
- Automate control of versioning in every communication template.

ARCHIVE AND RETRIEVAL
- Archive every communication into an enterprise-level long term repository for future use.

COMPLIANCE AND SECURITY CERTIFICATIONS
- SOC2 Type II, ISO 27001, ISO 27017, ISO 27018, HITRUST v9.1
- GDPR, HIPAA, and OWASP SAMM compliant
- Cloud Security Alliance member

SUPPORT AND TRAINING
- 24x7 global support
- Access formal Inspire Evolve training and certification programs.
- Engage with peers from across multiple industries in our secure customer forum, and at Quadient Inspire Days.

PROFESSIONAL SERVICES
Get assistance from Quadient's extensive global team of professional service experts to create quicker results for your business.

USE CASES
Inspire Evolve is the ideal solution for the rapid transformation of your communication infrastructure, even in highly regulated industries such as insurance, banking, healthcare, financial services, utilities, and telecommunications. Thousands of customers currently use Quadient's industry leading Inspire technology for:

- Statements
- Invoices and bills
- Reports
- Correspondence
- Alerts
- Notifications
- Contracts and proposals
- And many more

FIND OUT MORE
Contact us to learn more about how Inspire Evolve can support your communication transformation journey.