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## Quadient's Inspire Flex Software Release Delivers Customer Experience Built for a Digital-First World

**The latest release of the hybrid cloud solution offers 300+ enhancements that give users extended control over design and delivery of omnichannel customer communications**

Paris, December 7, 2021

[Quadient](#) (Euronext Paris: QDT), a leader in helping businesses create meaningful customer connections through digital and physical channels, announced today the general availability of [Inspire Flex Release 15 \(R15\)](#), Quadient's flagship enterprise omnichannel Customer Communications Management (CCM) software solution. The new release advances Inspire's evolution from CCM technology to an expanded solution designed to foster greater Customer Experience Management (CXM). Inspire Flex R15 integrates more than 300 robust enhancements that empower users to elevate and accelerate their ability to meet customers wherever they are through their preferred communication channels and on the devices they use.

Based on customer feedback and market data, Inspire Flex R15 is designed to help companies respond to the increased mobility of both employees and consumers. The new release is part of Quadient's continuous drive for innovation in its cloud-based suite of advanced software solutions that is bringing together CCM, customer journey mapping and orchestration, document automation, accounts payable (AP) and accounts receivable (AR). Inspire Flex is the only fully integrated, any-premise enterprise CCM solution that enables organizations to create and deliver personalized, compliant customer communications across all channels from one centralized platform.

Today, many companies are combining the power and versatility of Inspire Flex with the benefits of cloud operations to reduce capital outlay, accelerate return on investment and deliver peace of mind. For companies interested in moving to the cloud but don't want to manage the application or infrastructure, Quadient offers a Hosted Managed Service (QHMS) allowing customers to focus on using the power of the latest version of Inspire Flex without having to worry about the technical complexities of operating and maintaining the infrastructure and applications themselves. Additionally, to help companies meet storage and audit needs, Inspire Flex integrates with [Quadient Archive and Retrieval](#), a software solution that enables quick and easy access to past communications and data across all channels.

*"Quadient's latest Inspire release continues to raise the bar on the customer experience with intelligent communication automation,"* said Marci Maddox, research director, Digital Experience Strategies, for IDC, a global market intelligence and advisory services firm. *"Quadient brings empowerment and interaction to the forefront with a modernized user interface, data-driven journey decisioning and features designed to help companies give business users more control over content, expanded delivery channels and faster time to value."*

Inspire Flex R15's streamlined, modern user interface empowers faster adoption by new users, the ability to analyze key business metrics directly in customer journey maps to promote better decision making, and more relevant communications. Inspire Flex also offers the ability to create, manage and execute cross-channel communications delivery workflows, including message distribution to WhatsApp users, extending its reach to more than 2 billion consumers. Additionally, users can build responsive HTML5 emails using a drag and drop interface with reusable design components and proof email communications in more than 100 different email clients through its integration with Litmus, a leader in email marketing.



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Users can also speed up template design by importing content from the latest versions of InDesign and QuarkXpress and design Inspire Dynamic Communications faster and easier leveraging more than 60 of the most popular design objects from Bootstrap 5, a front-end open source toolkit. To accelerate time to value, deeper integration points and accelerators simplify deployment to Microsoft Azure and Amazon Web Services.

*“We are excited to be rolling out a new release of Inspire Flex as we know our customers will be just as excited to see that their investment in it continues to be enhanced and protected with capabilities that respond to the many ways people work today,”* said Chris Hartigan, chief solution officer, Intelligent Communication Automation, Quadiant. *“This release is another demonstration of Quadiant’s commitment to customer-driven development and underscores our dedication to ensuring our solutions effectively respond to a dynamic marketplace, evolving as our customers’ business demands do.”*

For more information about Inspire Flex R15, visit [www.quadiant.com/lp/inspire-r15](http://www.quadiant.com/lp/inspire-r15).

### About Quadiant®

Quadiant is the driving force behind the world’s most meaningful customer experiences. By focusing on three key solution areas, Intelligent Communication Automation, Parcel Locker Solutions and Mail-Related Solutions, Quadiant helps simplify the connection between people and what matters. Quadiant supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. Quadiant 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 Quadiant, visit [www.quadiant.com](http://www.quadiant.com).

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