

Develop meaningful connections across policyholder touchpoints

Nagarro is a Quadient Platinum global consulting and delivery partner, focused on digitizing and automating critical policyholder as well as partner communication (brokers, agents, etc.) across all physical and digital channels. We leverage the Quadient Inspire CCM platform to drive customer-centricity in a compliant manner across **life, P&C, health, and group insurance lines.**

To find out how you can derive more value from Quadient Inspire, connect with our experts at: insurancepractice@nagarro.com.



Omnichannel customer communication management with Quadient Inspire

Creates customer communication that is:

- Personalized
- Guided by the customer journey
- Ready for delivery via any channel
- Compliant with regulations

Generates content that is:

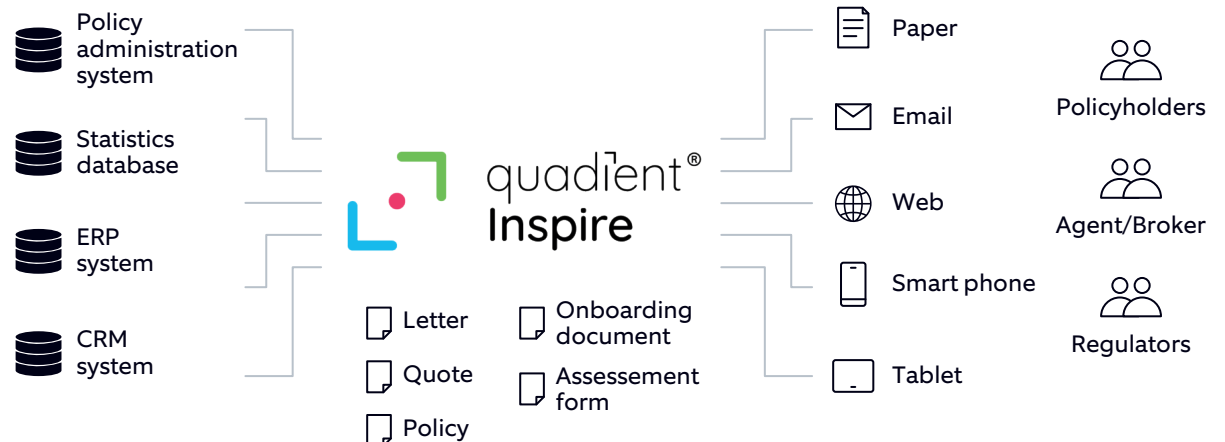
- Managed by business users
- Governed by approval processes
- Mobile and digital ready

Improves the touchpoints that matter most to customers:

- Policies, Illustrations
- Forms
- Complex documents
- Communication, letters
- Email & SMS
- Mobile and web content

A single, unified platform for all stakeholder communications

- Personalized
- Relevant
- Available on-demand
- Accessible via the channel of their choice



Offering end-to-end Quadient Inspire platform services for intelligent communication automation

Deep technical experience in customer communication and content, an impressive track record of reliable delivery with the ability to quickly scale teams of quality on-shore and off-shore resources, having expertise in system architecture, integration, application development, and quality assurance.



Our success stories

Insurance correspondence modernization

Nagarro developed a series of new correspondence documents in Quadient Inspire for the largest not-for-profit health insurer in a major US city. The new document templates streamlined the process of delivering the insurer's entire library of documents in six languages. Nagarro completed this successful conversion with a global team that saved the customer \$1M USD and increased productivity by three times over using a local team.

Customer communications migration

Nagarro has been engaged by one of the largest US-based life insurance groups to migrate all their customer communications from OpenText xPression to Quadient Inspire. The migration, spanning over a period of 18 months, involves documents generated for 89 insurance products as well as 1,300 correspondence documents.

About Nagarro

Nagarro is a global leader in digital engineering and offers a wide range of services. With a diverse and longstanding insurance client base (in general, life, and health lines), we help our clients become innovative, digital-first companies through our entrepreneurial, agile, and CARING mindset.

We measure our success by client satisfaction

90%

of revenue comes from repeat business from our existing clients.

Q. Solution matched client's expectations?

A. **98.9%**
said yes!

Q. Aligned with client's corporate culture?

A. **99.5%**
said yes!

Q. Understood client's business needs?

A. **97.9%**
said yes!