



Powerful Archive & Retrieval for Improved Customer Experience

Most organizations have multiple disconnected legacy archives containing mission-critical documents of record and historical data. New regulations such as the GDPR, HIPAA and CCPA require that companies have quick and easy access to customer data and historical documentation, which is not possible with legacy siloed infrastructure.

Quadient Archive & Retrieval is a high-performance, highly scalable technology that enables you to meet today's compliance standards and improve customer experience by providing quick access to historical documents and data across all channels.

It integrates seamlessly with the world's leading customer communications management (CCM) solution, Quadient Inspire. Unlike other solutions, Quadient Archive & Retrieval was specifically designed and built to handle large output volumes and document formats that are typical in a CCM environment. When used together, these powerful technologies enable you to create compelling experiences through meaningful and personalized batch and on-demand omnichannel communications.



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



EXPERIENCE
A rich history
of world-class
leadership



PROVEN RESULTS
96% customer
satisfaction rate



EXPERTISE
8 billion personalized
experiences annually





Archival & Retrieval for today's compliance standards

Many organizations are still forced to use outdated and siloed archive technology to store documents and historical data. However, the introduction of new regulations like GDPR, HIPAA, Section 508, and CCPA have resulted in a significant shift in the business landscape. It is no longer acceptable to keep documents of record and historical data stored in disparate archives across the business. That's why most companies are looking to standardize

repositories to ensure compliance while enhancing the customer experience.

Quadient Archive & Retrieval automatically captures and stores high-volumes of documents and data - no matter the format - into one enterprise archive. It offers powerful search and fast retrieval options with a delivery solution for multiple browsers, mobile devices and desktop environments.





Improve the customer, and employee experience

Drive web traffic, improve customer experience, and reduce call volumes by empowering your customers to securely access their statements, bills, and invoices through your web portal, on the device of their choice. Entice your new online audience with tailored up-sell and cross sell promotions to drive incremental revenue.

Equip your CSR's with the tools they need to access historical documentation and data to handle customer inquiries faster and improve time to resolution. Quadient Archive & Retrieval creates a 360-degree view of your customers and delivers that view to the right person, in the right place, at the right time.



Eliminate storage silos, improve efficiency

Quadient Archive & Retrieval enables you to store high volumes of documents and data sets in one enterprise archive up to 75 times more efficiently than traditional archive technology. It features unique PDF indexing and compression capabilities, full text indexing, legal hold, and electronic report distribution.

Quadient Archive & Retrieval technology manages some of the largest information repositories in the world.

Some organizations using this technology have:

**120 MILLION +
CUSTOMER-BASE**
retrieving their documents online

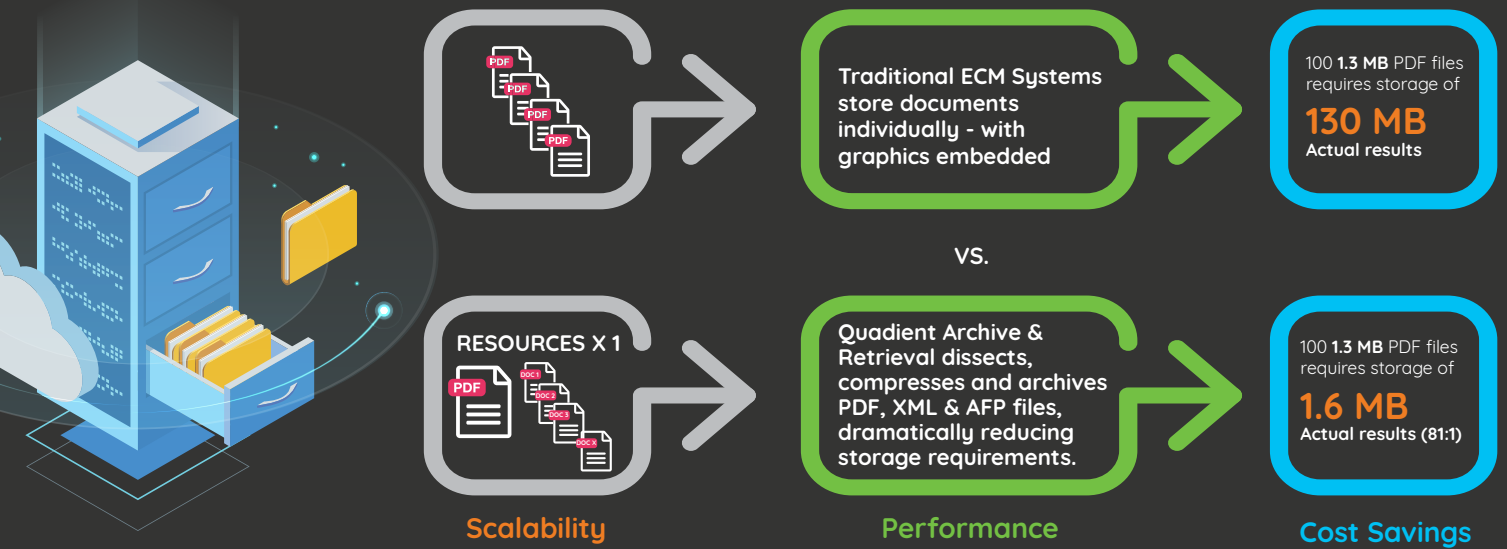


A document retrieval rate of
3,500
per second



33 PETABYTES
of historical documents under management

60,000
customer services representatives using the technology daily to improve the customer experience



Highly scalable and future-proof

Quadient Archive & Retrieval automates and optimizes storage management and is the only solution open for analysis by business intelligence tools including Watson Analytics, Cognos, Tableau, and Spark so your dark data doesn't remain untapped.

Quadient Archive & Retrieval was designed and optimized to handle the substantial volume of output generated by CCM technology and stores all document types including high volume batch customer communications and HTML5.

Full-text search: Quickly retrieve content that is not easily identifiable by regular indexed data.

Retention management: Manage the lifecycle of various types of documents by placing a hold on selected documents that need to be retained for legal or other regulatory compliance purposes.

PDF indexer: Extract index data and create PDF resource files for PDF documents you want to store.

Distribution Facility: Automate the process of report bundling and distribution to multiple users on a scheduled basis.

quadient
Because connections matter.

About Quadient®

Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on four key solution areas including Customer Experience Management, Business Process Automation, Mail-related Solutions, and Parcel Locker Solutions, Quadient helps simplify the connection between people and what matters. Quadient supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. Quadient is listed in compartment B of Euronext Paris (QDT) and belongs to the SBF 120 index.

For more information about Quadient, visit [quadient.com/connections](https://www.quadient.com/connections).

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