



THE QVIDIAN EDGE: SUCCESS DECODED

Transforming a
fragmented and
manual global
operation into
a streamlined
automated, and
AI-enhanced
process.

TECHNOLOGY | TRANSFORMATION STORY



INDUSTRY

Technology

COMPANY

Global analytics and
customer engagement

ESSENTIAL SALES DOCS

RFP responses
Questionnaires
Technical Assessments

This global provider of analytics and customer engagement technology serves multiple industries worldwide. Delivering AI-powered customer engagement, workforce optimization, automation, and insights, they manage a high volume of RFPs, Security questionnaires, and technical assessments across diverse business units.



How can one company go from fully manual to automated, scalable, and meaningful work?

One company needed saving from a disconnected, manual, burdened, inconsistent, and complex processes

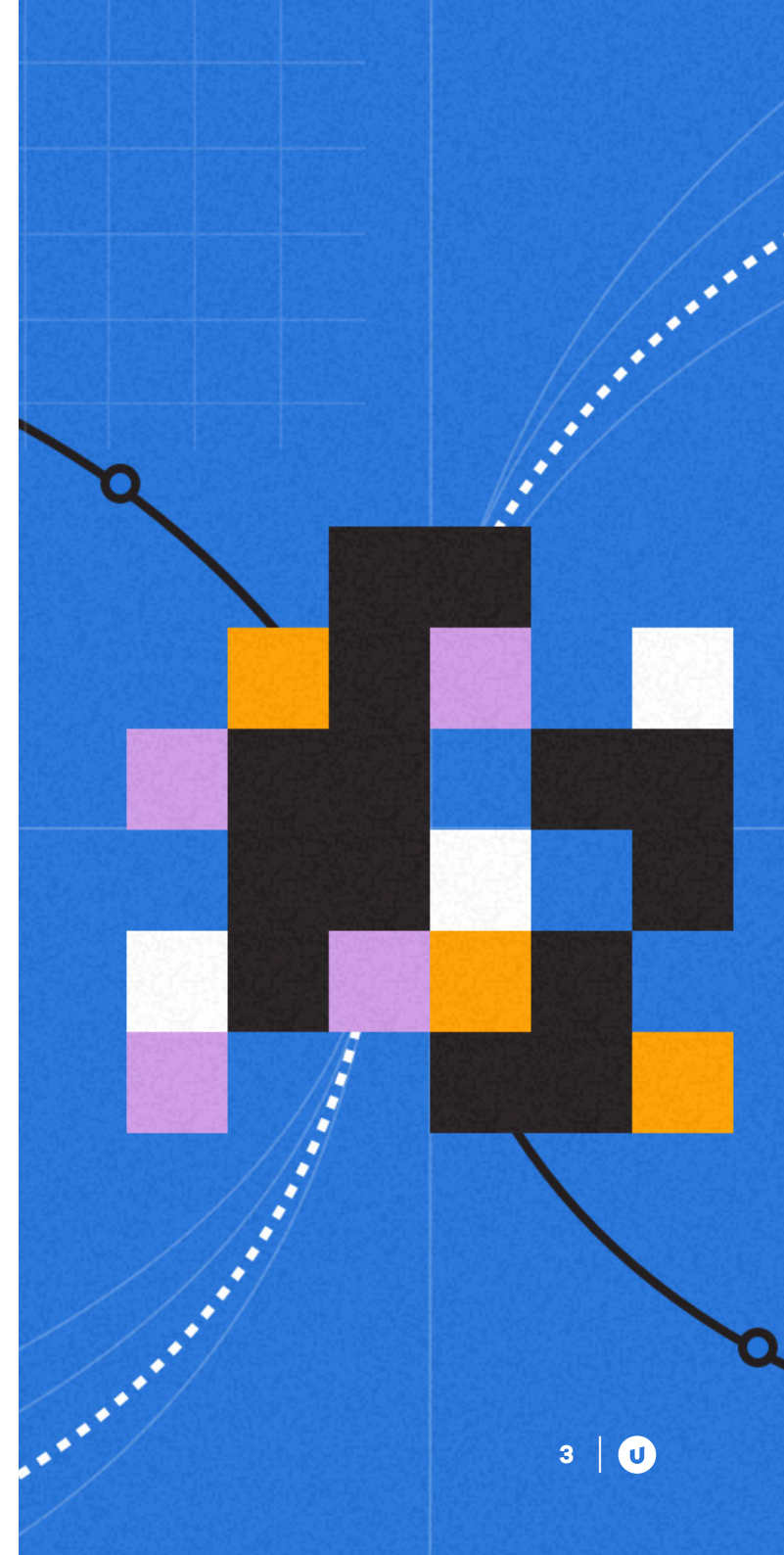
As a global provider of technology services, this company found their process for responding to RFPs, questionnaires, and technical assessments disconnected, burdened, inconsistent, complex, and totally manual. They needed a way to make their work meaningful again while saving time, decreasing complexity, and reducing or eliminating inconsistencies.

This company was overly dependent on Word documents, Excel trackers, PDFs, email threads, and shared drives to find, sort, and track their content. Still, they had no reliable source of truth, no content reuse, and no real content tracking. As they described it, their operations were “in the stone age.”

A process placing heavy burdens on SMEs, Reviewers, and translators

With such a disconnected process, subject matter experts (SMEs) found themselves repeatedly answering identical questions. Reviewers felt the crunch too. They labored through manual, meeting-driven, and time-consuming review processes that left them burdened and frustrated. To make things even harder RFPs were often in foreign languages requiring manual translation to English to decipher and decode requirements and then further translation back to the native language upon final completion.

What were the results of this burden? Significant strain on security, product, legal, and engineering teams with increasing risks, delays, and plenty of inconsistencies.



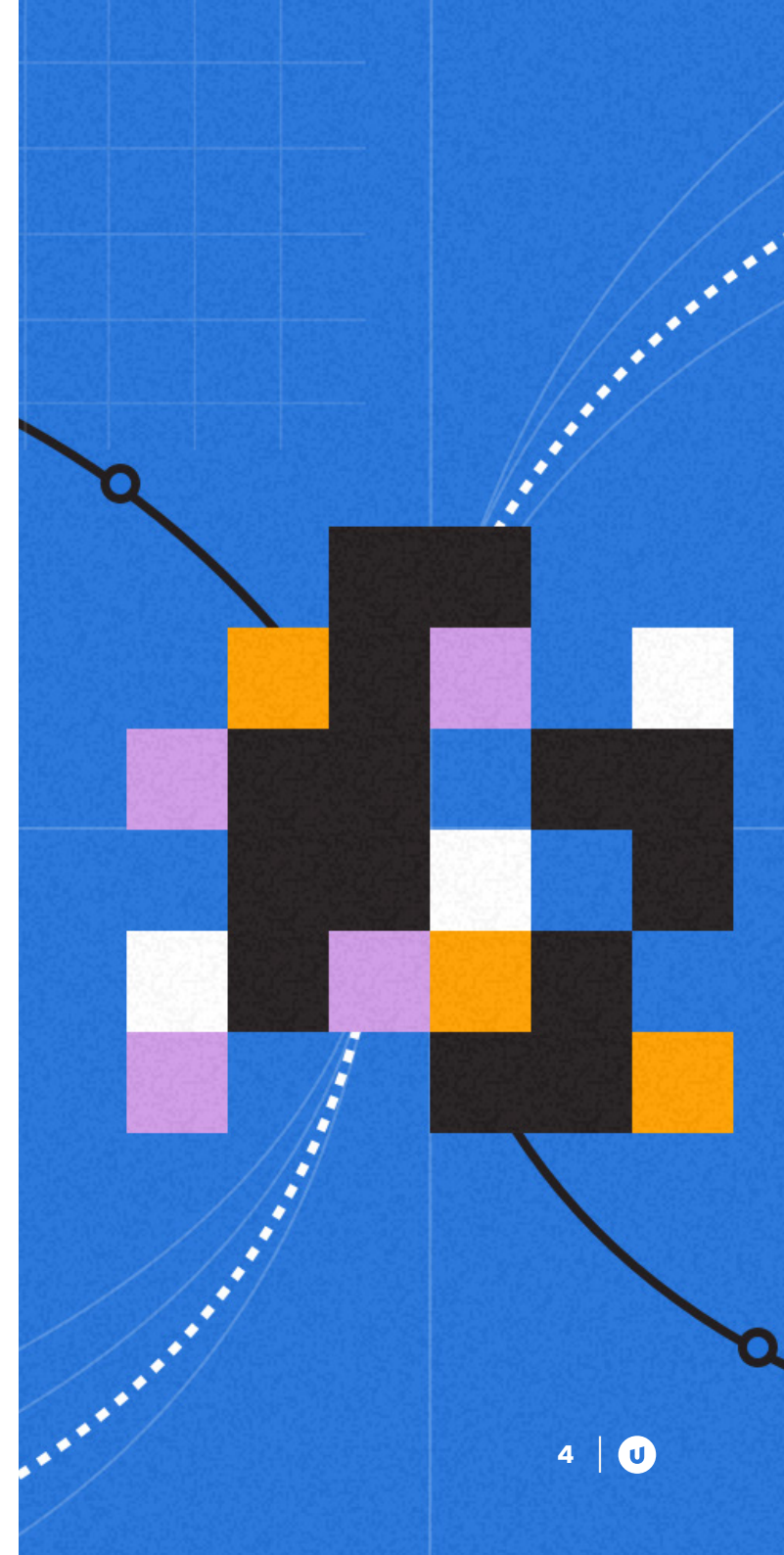
Qvidian provides a streamlined, automated, and central source of truth. Reducing burdens and making work meaningful again.

Our customer needed a unified, enterprise-grade proposal and content management platform

What our customer needed most was a true transformation that focused on unity, centralized content management, and plenty of automation. Their list of asks was long, they needed:

- A centralized, governed content library.
- Automated response generation for RFPs and security questionnaires.
- Standardized global templates and branding.
- Reduced SME involvement and faster review cycles.
- Support for multilingual work and translation.
- Integration with CRM, SSO, and enterprise systems.
- Scalability for global teams and upcoming merger integration.
- Reliable processes for handling complex security and compliance questionnaires.

Luckily, Qvidian handles them all with ease.



Say hello to central content management

With Qvidian, this company centralized its content storage, eliminating fragmentation, duplication, and out-of-date content. By merging content into a single library, taking advantage of metadata for region, product, solution, and function, establishing regional role and user permissions, and implementing a bulk upload pipeline with structured review workflows, they saved hours of time responding while improving their overall consistency.

Automation and AI assistance are here to help

The burden of manual processes was causing constant friction and decreased employee satisfaction. With the help of our powerful automation, this company was able to replace manual drafting and repetitive SME work. Auto-suggested answers from their content library along with AutoFill and answer matching knocked out huge chunks of time spent searching for the correct content. Now writers could answer RFPs or respond to Questionnaires in minutes, not hours.

Qvidian AI Assist helped reduce additional time-sinks by automatically translating initial questions into English and translating responses back to their native languages. Additionally, teams were able to generate first drafts of content, rewrite and refine existing content, summarize, and adjust tone.

Combined, Qvidian's automation and AI Assist made the entire process faster, accelerating their APAC/ EMEA workflows, reducing manual drafting, and crafting consistent high-quality responses.

Working with existing systems, not against them

Our global customers often come to us with existing legacy systems or processes that can't be thrown away on a whim. In this case, this company had pre-existing branded templates that were region and product-specific along with an existing tech stack that was mission critical.

Branding became a breeze by using a central content library, clearly marking necessary style guides, and using just a bit of automation to provide logic for region, product, and even document-specific asks.

Additionally, SSO/SAML integrations provided secure identity management, API and CRM connections unified workflows with existing technology, and sandbox testing streamlined deployment. All of it resulted in faster onboarding, reduced IT overhead, and a smooth enterprise integration.

With Qvidian, true organizational transformation was made possible

Qvidian transformed a fully manual, fragmented global RFP and questionnaire operation into a centralized, automated, AI enhanced environment. The platform now supports global scale, reduces SME burden, ensures consistent branding, accelerates response timelines, and provides the foundation needed for smooth merger integration.

Results for this company

- Much faster RFP and questionnaire turnaround times
- Significant reduction in manual effort across teams
- Major decrease in SME workload through automation and reuse
- Higher consistency, accuracy, and quality in customer facing responses
- Improved global brand professionalism with consistent templates
- Stronger collaboration across APAC, EMEA, and NA regions
- A unified platform supporting premerger standardization
- Positive executive feedback and strong early adoption

From proactive proposals and presentations to complex RFPs, DDQs, and SOWs, Qvidian gives teams the structure, automation, and visibility they need to make work meaningful. With an unmatched nearly 50 years of experience our customers trust in Qvidian to support their full range of content, drive revenue, and build trust.

