



Case
Study

A Seamless Migration from VIPP to Quadient Inspire



About the Company

A prominent financial services organization relied on a legacy VIPP-based system combined with a custom-built Java preprocessing application to generate customer-facing communications such as account statements, transaction confirmations, and regulatory notices. Over time, this solution turned into a high-risk “black box”—difficult to maintain, poorly documented, and entirely dependent on outdated technology.

The Challenge

The core challenge was not just technical but strategic. The client’s entire communication lifecycle depended on a system that no one internally could fully understand or support:

- **Loss of Knowledge**

VIPP expertise had long disappeared from the organization. Even minor content or logic changes meant delays, risk, and high developer effort.

- **Regulatory Pressure**

In a heavily regulated financial environment, the inability to make timely updates posed compliance risks.

- **Maintenance and Cost Burden**

Supporting legacy infrastructure consumed both time and budget, increasing total cost of ownership (TCO).

- **High Operational Risk**

Every system update or enhancement had the potential to break output generation, impacting customer experience and business continuity.

The client needed more than a technology upgrade—they needed control, transparency, and long-term sustainability.

Our Solution

To address this, our team designed a structured migration approach from VIPP to Quadiant Inspire, ensuring accuracy, continuity, and operational improvement.

1

Intelligent Reverse Engineering of the Legacy System

The absence of a VIPP front-end or documentation meant we had to reconstruct the system from scratch:

- We analyzed thousands of lines of Java preprocessor code to understand data extraction, transformation rules, and conditional logic.
- Raw VIPP scripts were examined to decode formatting, layout instructions, and embedded business rules.
- All findings were documented to create a clear blueprint of the legacy system—something the client had never had before.

Our Solution

2

Output-Based Analysis for 100% Coverage

To ensure that no communication scenario was overlooked:

- Historical output files from multiple years were evaluated to identify every document variation, edge case, and conditional layout.
- Custom-built scripts helped match data patterns and layout behaviors to business scenarios.
- This ensured the new implementation in Quadient Inspire mirrored every essential aspect of the legacy system without missing any detail.

3

Process Optimization—Beyond a Simple Migration

Rather than replicate an outdated process, we modernized it:

- Redundant data flows and manual dependencies in the legacy process were eliminated.
- Business rules were reorganized, making them modular and easier to update.
- The new Quadient Inspire workflows were designed to be scalable, compliant, and far more efficient than the original setup.

This shifted the client from a reactive maintenance model to a proactive communication management system.

4

Automation-Driven Validation and Testing

Accuracy was critical. To ensure trust in the new system:

- We implemented an automated comparison tool to verify document layout, content accuracy, and data placement between legacy VIPP output and Quadient Inspire-generated output.
- Any inconsistencies were flagged and corrected until there was a 100% match.
- Comprehensive test cases and documentation were delivered to the client for future audit and internal use.

The Result: Control, Clarity, and Confidence

The transition to Quadient Inspire transformed the client's customer communication process.

Risk Elimination

The legacy VIPP platform was fully decommissioned, removing the single point of failure.

Agility and Speed

Business and IT teams can now update templates, logic, and regulatory content quickly and independently.

Improved Maintainability

Clear documentation and streamlined workflows enable new developers to onboard faster and manage updates more confidently.

Reduced Total Cost of Ownership

Lower dependency on niche legacy expertise and reduced maintenance costs.

Future-Ready Platform

Quadient Inspire enables omnichannel communication and scalability for future business growth.

BelWo develops, deploys, and manages Customer Communications Management (CCM) solutions for enterprises and print service providers worldwide. As a solutions-focused partner with deep expertise in CCM, enterprises turn to us to support complex CCM initiatives that range from smaller-scale document applications to full-scale omnichannel digital experiences. Our mission is to help our clients meet strategic CCM goals, add value to every customer communication, reduce costs and improve the workflows of mission-critical CCM processes.

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