
Case Study # 2

One of the City's most enterprising and respected merchant banks and a FTSE top 250-listed company.

They provide bespoke cash flow solutions over 1000 clients and have a client life in excess of the industry average.

Type of documents

Debtor statements.

The challenge

As a factoring provider the client is required to send month end customer account statements on behalf of all their clients. In practice this meant being responsible for delivering in excess of 20,000 separate documents.

The process of getting these printed and surface mailed had become such a major resource issue the idea of migrating to electronic delivery had become essential. Various in-house methods were explored before it was conceded the necessary investment in hardware required to deliver the statements in a timely fashion was cost prohibitive.

The solution

Newsnet's experience in electronic delivery meant we were quickly able to provide an outsourced solution to remove the on-going resource issue.

As we have many customers using the delivery service throughout the month we maintain a high capacity fax server with multiple fax lines. This ensures the 20,000 documents are delivered quickly.

Outcome

Switching to Newsnet's delivery system freed the client from a laborious monthly task.

Converting 95% of the statements to fax delivery created an annual saving on stamps in excess of £ 77,000.

Conclusion

Newsnet were able to solve the logistical problems with bulk sending and increase the speed of delivery whilst reducing the hassle and costs.

'As a business we have significantly reduced the monthly costs of delivering our correspondence'.

IT and Development Director.