

Connected to
your needs

Outstanding SUPPORT
every step of the way

ADVICE
EXPERT TRUST
INNOVATIVE



VERSATILE
CAN-DO

Optimise customer communications with Neopost

A strong track record In communications

- Specialists in communication since **1924**
- Experts in managing **physical** and **digital** mail
- Introducing **advanced software** that help manage communications and improve data accuracy

Supporting your future goals

- Neopost is a global and financially stable company, with the **agility**, responsiveness and dynamism required in the rapidly changing world of communications
- Each year **we invest 4-5 Million Euro** to enhance existing products and develop new solutions to the changing needs of businesses



Did you know that Neopost:

- Have helped ING to prevent potential fraud by £4 Million in every month
- Have helped Centre Parcs to achieve a 20% increase in Marketing ROI on campaigns
- Process over 3.8 million Postal Items per day for Royal Mail
- Process over 200,000 express parcels for Parcelforce, which is powered by Neopost software
- Help process over 90,000 tracked parcels/post items for Royal Mail



Helping you make the right choice

Our solutions can help your business grow by reducing costs, improving productivity and making customer communications more effective.

- Our **dedicated locally based Account Managers** take time to understand customer communication processes so that we can recommend the right integrated solution for current and future needs
- Our solutions deliver improvements at every stage of **sending and receiving** communications, from customer data accuracy, document design, envelope filling and despatch through to receipt of responses

- If your mailing needs change, our **modular design** approach, extensive range and easy integration between solutions makes it simple to adapt
- Our **choice of service packages** give peace of mind, flexibility and no hidden charges
- **Specialist expertise** is readily accessible through our local Product Support Managers



We're here when you need us

PHONE



UK based call centre

- **Best Use of Technology Award**
Customer Contact Association
- **Contact Centre Manager of the Year Award**
London and South East
Contact Centre Forum
- Contact via voice, email and web
- Interactive voice recognition technology supports routing and 24/7 access to service support
- 85% of queries answered within their initial call



ON-LINE



24/7 support

- **myneopost** provides 24/7 on-line access to critical information on accounts and equipment
- Market leading on-line solutions for easy control of mail
- Handle postage credits, invoices, supplies, orders and service support at the click of a mouse
- Quick navigation and simple to operate
- Easy access to frequently used information and features



ON-SITE



Personal service

Over 100 experienced engineers provide national support with installation, training and maintenance. These engineers work exclusively on Neopost systems and use only genuine Neopost spare parts for ultimate peace of mind and security.



We can rely on Neopost. The engineers are knowledgeable and communicate well with us."

Primary Care Support Services



Focused on customer satisfaction

Recent independent research proves that our customers rate us highly for:

- Administration
- Invoicing
- Postal Rate change
- Ease of use of equipment
- Equipment installation
- Sales representative
- Ease of use of website, clarity and availability of useful information

How we have helped our customers

"Quick response with maintenance service. We like the on-line service; logging on and being able to print reports."

Medical Equipment Supplier, Bridgend

"Neopost's engineer was a 'star' as always, providing sufficient training for all our mailroom operatives at the time of installation."

Skipton Building Society

"Neopost products stood out, head and shoulders above the others, in terms of its accessibility, ease of use and cost effectiveness."

Coles Solicitors

"From the demo stage to the installation to subsequent after sales support, Neopost's staff have been excellent and highly responsive."

Mill Auto Supplies

"Neopost are always very reliable and provide a highly responsive service whenever we need anything. Overall I've been really impressed, so much so that I've recommended their services to another department within World Vision."

World Vision

"We weren't making a decision based simply on price or feeds and speeds, it was 'best buy,' and that covers the whole package including after sales care and back up. Put simply; it doesn't matter how impressive a machine is, it's no good to you if there's a fault and it's out of action for days due to slow repair work."

University of Nottingham



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We are ISO 9001, ISO 14001 and OHSAS 18001 certified and Neopost offers you the highest process, quality, safety and environmental standards.

NEOPOST
Send.Receive.Connect.