



Specialists in data, print,
digital marketing & fulfilment
to increase engagement



DIGITAL
MARKETING & PRINT
SOLUTIONS



HYBRID MAIL



DATA SECURITY,
MANAGEMENT
& COMPLIANCE

We will support you to increase customer, member and donor engagement


Our ethos is simple.

As a leading provider of print, digital marketing and fulfilment solutions, supporting customers throughout the UK we strive to be a trusted advisor and strategic partner, working collaboratively with our customers to increase sales and engagement through personalised communications, achieving positive campaign outcomes and exceeding expectations.

Our approach enables our customers to utilise data to deliver everything from simple one page letters to complex, highly personalised, multi-variant, multi-channel campaigns, all supported by our specialist team.

Investment in
technology, our
people and
our service.

Personalised Communications across channels –
helping you to increase engagement



We have a real commitment to quality, delivering the following:

- Innovation through investment, creativity, training & development
- A seamless approach to project delivery
- A bespoke range of solutions and added value services
- Industry leading Account & Project Management
- The highest level of data and print security
- A continuous programme of print technology and delivery investment
- Sector expertise that makes a difference

I am really impressed with their attention to detail, swift turnaround times and flexibility.

*Louise Potter,
Sedgemoor
District Council*



We will support you to increase customer, member and donor engagement



Our range of solutions achieve campaign success

Over the year's we have developed a range of data, print, digital and fulfilment solutions that aim to simplify the delivery of customer, donor and membership communications.

Whether you are sending a simple A4 letter or complex, multi-variant print and digital campaigns, Latcham Direct can help.

We work collaboratively with our customers to help them to plan a campaign, making sure that campaign objectives are met. Through our market leading Account and Project management, we will ensure a seamless transition through each stage of your campaign, ensuring we deliver what you want, when you want it.

From our purpose built, secure site in Bristol and our office in Crawley, we offer a comprehensive range of solutions including:

- Secure data processing, management, enhancement and compliance
- Direct marketing & print management
- Digital marketing
- Digital and secure print
- Hybrid Mail
- Document Archiving
- Fulfilment
- Warehousing
- Postal Optimisation

Personalised Communications across channels – helping you to increase engagement

We have specific sector expertise focusing on:

- **Membership** – we are a Preferred Supplier of Memberwise and are specialists in enabling member-led organisations to utilise data and multi-channel communications to increase engagement throughout the member life-cycle
- **Local Authorities** – we are experts in Revenues & Benefits, Electoral Services, supporting a number of Local Authorities with e-payroll solutions, hybrid mail and solutions that support the Digital Transformation agenda
- **Charities & Individual Giving** – we support fundraising organisations to increase donor engagement throughout every stage of the donor journey

- **Health** – our solutions support both public and private health providers enabling effective patient communications, achieving cost savings
- **Utilities & Energy** – our bespoke approach means we can support a vast array of print materials
- **Housing** – we support housing associations to better engage with their residents through personalised multi-channel communications
- **Financial Services** – we are members of the FS Forum and understand the need to provide communications within a regulatory environment
- **Professional Services** – our range of services enables professional service organisations to not only deliver impactful marketing campaigns but invoicing, statements and other administrative correspondence



Our range of solutions achieve campaign success

Our customers

We pride ourselves on delivering the same level of service to all our customers and we have specific sector insight having spent many year's advising and supporting customers within a number of core sectors.

Regardless of sector or location, we offer a bespoke package of services that support specific campaign needs, achieving tangible results and where possible, cost savings.

From data to design, digital print, direct marketing, digital, fulfillment and postal optimisation, we are always on hand to deliver campaigns to increase engagement with the people that matter the most to a business.


Some of our customers:



THE UNIVERSITY
of EDINBURGH



Personalised Communications across channels –
helping you to increase engagement



Experts in increasing engagement through multi-channel communications.

Sector specialists – we understand exactly what you need and when.



SECTOR SPECIALISTS



HYBRID MAIL



SECURE PRINT



DIRECT MARKETING

Our Customers

Adding Value

We pride ourselves on delivering solutions that exceed expectations and improve engagement but alongside this, we also strive to add value to each and every project.

- Market leading Account & Project Management: whatever we do for you, be assured that it's in safe hands. We will ensure there is a seamless transition throughout every part of your campaign
- We have the highest level of data, print and physical security at our 82,000 sq. ft. site in Bristol
- Latcham Direct has achieved the ISO 9001 / 14001 / 27001 accreditations and regularly review where improvements can be made throughout our business
- We continually invest in the latest digital, print, marketing and fulfilment technology
- We support and are members of a range of sector and industry associations that helps us to develop insight to deliver quality
- Our people are the best thing about our business. The entire team is committed to providing the best level of customer service

Personalised Communications across channels –
helping you to increase engagement



Latcham have been a supportive partner, helping us develop our campaigns and save money.

*Sam Thomas,
Individual Giving
Manager at the
Trussell Trust*

Specialist data,
digital and print
delivery teams



Adding value

✓ Accreditations

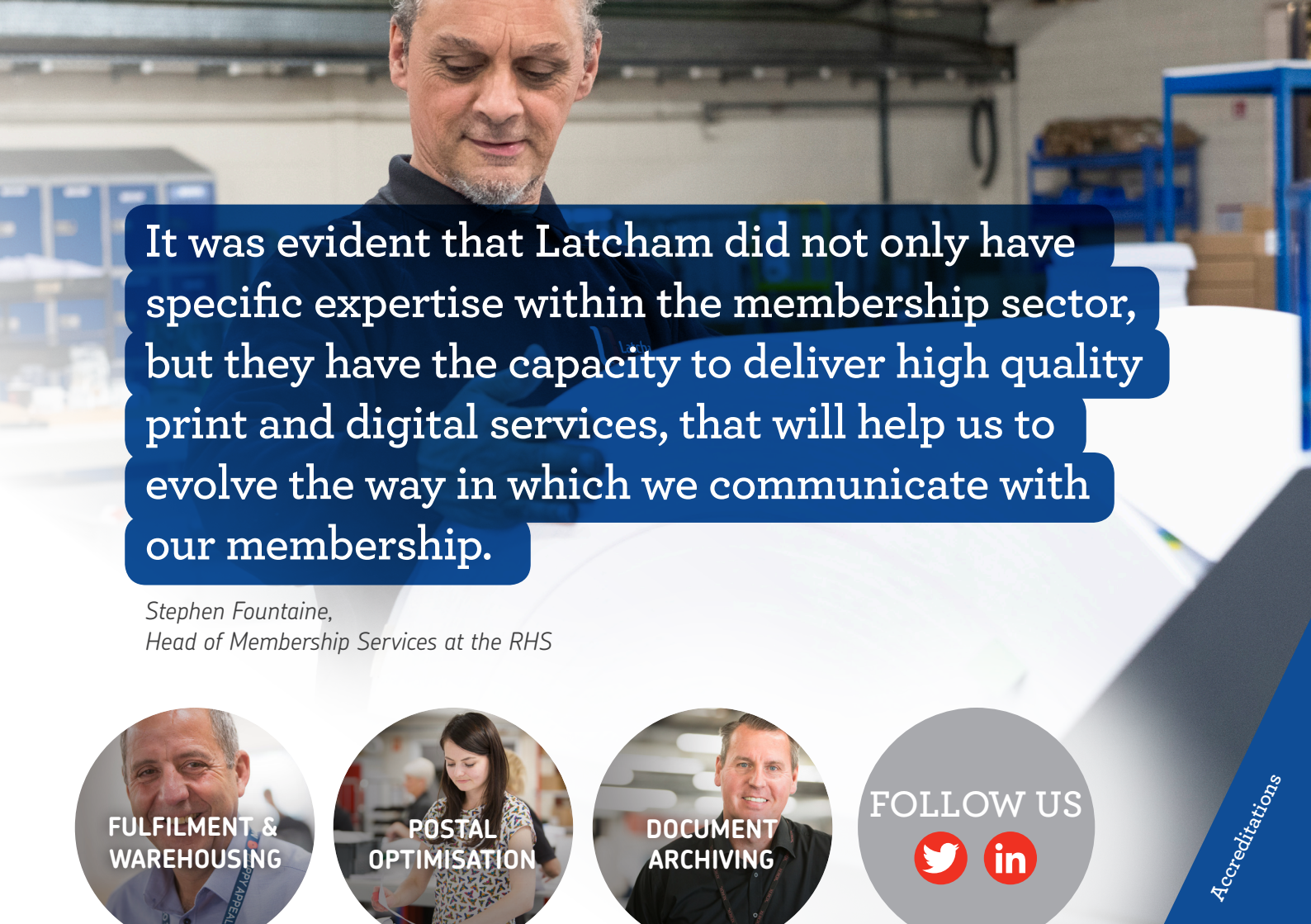
Latcham Direct is proud to have internationally recognised accreditations that demonstrate our commitment to quality and standards.

- Quality management – ISO 9001, Management of information security – ISO 27001 and Environmental management – ISO 14001
- Cheque and Credit Clearing Company (C&CCC)
- Electronics Security Group (CESG), Listed Advisor Scheme (CLAS) & IT Health Check (CHECK)
- N3 (HSCN) connectivity for the health sector
- Member of the Direct Marketing Association
- Member of the British Printing Industries Federation

- Member of the Association of Electoral Administrators
- Member of the Institute of Revenues Rating & Valuations
- Preferred supplier to Memberwise
- Royal Mail Partners in Quality scheme



Personalised Communications across channels – helping you to increase engagement



It was evident that Latcham did not only have specific expertise within the membership sector, but they have the capacity to deliver high quality print and digital services, that will help us to evolve the way in which we communicate with our membership.

*Stephen Fountaine,
Head of Membership Services at the RHS*



**FULFILMENT &
WAREHOUSING**



**POSTAL
OPTIMISATION**



**DOCUMENT
ARCHIVING**

FOLLOW US



Accreditations



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