



# Case study: Portsmouth Water

**Portsmouth Water improves efficiency with Pitney Bowes technology.**

Portsmouth Water supplies 303,000 properties across an area of 868 square kilometres across Hampshire and West Sussex. The company regularly sends its customers important transactional communications such as bills, statements and notices of works by mail and therefore needs a strong and reliable mail production process.



After its existing inserter broke down, Portsmouth Water instigated a process to test their applications with the two largest industry suppliers.

“Our previous model was bought through a competitor to Pitney Bowes,” explains Paul Wild Mailroom Operator, Portsmouth Water. “It was extremely old, it regularly failed and sourcing parts was becoming more and more difficult. The time finally came to investigate an upgrade.”

Given their commitment to regular communication to their customers, it was clear that for Portsmouth Water, it was time to act. As well as approaching their current supplier for an alternative model, Portsmouth Water sought a quote from Pitney Bowes.

“We were already aware of the Pitney Bowes name, and we thought it was good practice to get a comparison to our existing supplier. As it turned out, it was a very good move!”

Both companies scoped the needs and presented up to date models to Portsmouth Water. An important step in the sales process was an onsite demonstration at an existing DI950 customer with similar peak time volumes and document types. This gave peace of mind that the product would handle the variety of applications and allowed Portsmouth Water to talk through an existing user’s product and service experience. When selecting the supplier, it was critical that the equipment would handle today’s needs but also provide sufficient capability to evolve given Portsmouth Water’s future plans. Following a rigorous selection process, Portsmouth Water selected two DI950 inserters to provide permanent process capability and contingency for their volumes of up to 100,000 mail pieces per month.

The DI950 inserter can fold and insert mailpieces at speeds of up to 5,400 pieces per hour, ensuring that Portsmouth Water are able to process their mailings with optimum productivity. Designed with the operator in mind, the DI950 includes an intuitive PacPilot™ interface which allows the user to set up and modify jobs easily – this helped the Portsmouth Water operators switch between jobs with minimal disruption. The machines can more than cope with Portsmouth Water’s 900,000 annual letter volume.

Paul Wild, Mailroom Operator from Portsmouth Water commented, “We have a certain amount of regular statements and correspondence, but there are also periods when we are particularly busy. Having two machines allows us to cope with any high volume mailings and it also allows us to have an effective business continuity plan in the event of an operating issue.”



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Benefiting from improved machine operating speeds, the staff now complete their usual daily billing run in 4 hours, compared to 6 previously. In addition, if a problem does occur the new model can diagnose exactly what the fault is and where it lies. Paul explains, “Our old machine would tell us there was a fault, but it was up to us to open up the machine and find out what had happened. This new model gives accurate information as to the nature and location of the problem.”

Portsmouth Water were also impressed with the service and aftercare received from Pitney Bowes.

“Our engineer was extremely helpful. He returned on 3 consecutive days after installation to ensure that the machines were running as they should. The training that he gave us was very useful, but at the same time the model is very easy to use. We have telephone support available to us but we haven’t really needed to use it,” says Paul.

Moving forward, Portsmouth Water is now looking into purchasing a letter opener from Pitney Bowes, and is also interested in replacing their franking machine, which is currently provided by their previous supplier.

“The franking machine is working fine at the moment, but when the model does need replacing we will certainly be approaching Pitney Bowes to see what they can offer.”

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