



Case study: Veolia Water

Pitney Bowes' Planet Press improves efficiency at Veolia Water

Veolia Water is a world leading water company, providing water and wastewater management services. From branches across the globe, Veolia supplies clean drinking water to more than 101 million people, and wastewater services for 71 million people.

Damien Crean, Project Manager at Veolia was introduced to Planet Press by the company's Pitney Bowes Account Manager.

"Before having Planet Press installed, we were sending multiple bills to the same customers, as a separate invoice was created for each of their sites", explains Damien. "So if a customer has several outlets spread around Ireland, they would receive an invoice for each one. This was wasting time and money and was frustrating for our customers."

"During a review meeting our Pitney Bowes account manager introduced us to Planet Press and explained how it could be used to work with our folding and franking machines to solve this problem."

Pitney Bowes' Planet Press print to mail software merges customer data with printed documents. It creates integrity marks to documents which are then read by the inserter to ensure that the right communication goes in the right envelope. This has enabled, Veolia Water to combine all communications into one envelope with confidence.

The changes that this upgrade has made to Veolia Water's operation are significant.

"Each quarter we send high volumes of correspondence including 17,500 invoices. By using Planet Press we believe we can reduce this number of invoices by 25% and that we will save almost €2000 per quarter on our mailing bill. Not to mention that it will make it far easier for our customers to receive all of their invoices and communications in one go," says Damien.

At the same time the company upgraded their inserter to the

DI380 model. The DI380 is over six times faster than inserting envelopes by hand, and enables the user to program frequent mailings which can be recalled at the touch of a button.

"The inserter functions very well and the combination of the DI380 and Planet Press gives us a very efficient and reliable mailing process."

Veolia Water has been a Pitney Bowes customer for eight years and continues to be impressed by the service offered.

Damien explains, "We had a Pitney Bowes staff member on site during set up and continuous support during our first print-run using the new technology.

"Our data had to be cleaned before the Planet Press software could be implemented and Pitney Bowes were very supportive during this process. Once this was complete and the technology installed we found it very easy to use and the aftercare offered by Pitney Bowes has been excellent."

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