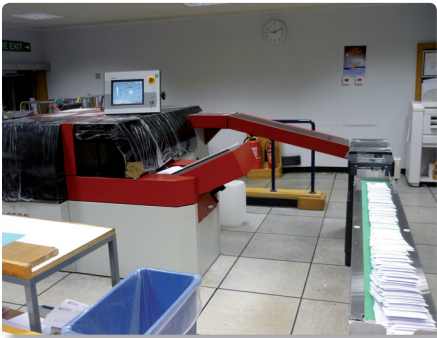


An investment for the long term



Deciding to replace a faithful but aged mailing solution in its print room, financial services provider, Friends Provident, returned to Kern for help handling the millions of statements it processes each year.

“Our first experience of Kern was a refurbished machine bought ten years ago. It has been running ever since, processing millions of letters and inserts. We have certainly got our money’s worth and that’s why we’ve stayed with Kern.”

*Mick Scambler,
print and mail manager.*



A leading provider of financial products and services, Friends Provident is best known for its pension portfolio, as well as insurance, investments and savings.

Much of its printing and mailing is yearly statements for policy holders, giving them updates on policy performance. This is handled by three people working in the print room who, for the past decade, have been constantly running a Kern 2000 for 12 hours a day, 5 days a week. However, with more than half a million letters being printed and inserted every month, the machine finally needed to be replaced.

It didn't take much soul-searching for Friends Provident to return to Kern. Says Mick: “A competitor’s representative once looked at what we had and what we used it for. He gave the honest assessment that one of his machines would be broken within a fortnight if expected to handle a similar workload.

“That, coupled with the fact that I had built up a good relationship with Kern and its engineers, meant that I was keen to see what upgrades they could offer.”

The solution that Friends Provident chose was a Kern 2500, with a multichannel, modular construction. Electronic monitoring devices intelligently track documents throughout the system to ensure accurate processing.

Having enjoyed such long service from its previous refurbished Kern machine, the company was happy to replace it with another used machine. Explains Simon Barker, Kern’s repair and refurbishment engineer: “Our second user machines are stripped down to the bare frame and every component - electrical and mechanical - is inspected and cleaned or replaced. Bearings and drive belts are automatically replaced, as are any less accessible components, regardless of condition. Reassembled modules then have repainted panels and new plastic covers fitted, so they’re as good as new and ready to give years of faithful service.”

As well as being more robust and precise than the K2000, Mick Scambler has found that the K2500 has further improved the quality of the multi-page customer packs he produces: “It has a module which groups letters and folds them, instead of folding as individual sheets, meaning less hassle and better presentation.”

He concludes: “I know we could get a lot more out of the Kern 2500 - at the moment we run it at a speed that one person can manage, but there is a great deal of potential there, as it’s able to process around 12,000 envelopes an hour. If it gives us the good service that our last Kern machine did, we’ll be delighted.”

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"We run our mailroom machines for 12 hours a day, 5 days a week. With ten years of faithful service, and millions of envelopes filled, we certainly got our money's worth from our Kern solution."

*Mick Scambler,
print and mail manager.*

Kern - Delivering the mailroom of the future - today



Established in the UK since 1983, Kern Ltd has a proven track record in delivering high quality, innovative mailroom solutions, supported by an unrivalled maintenance service tailored to meet customers' specific requirements.

If you are investing in your operation, you want to know that your solution will deliver the best results, year after year. Kern is committed to helping you achieve consistently high through-put rates and efficient operation, through innovative technology and great service.

Contact us now for advice on a solution to meet your mailing needs on **0845 680 60 60.**