

A mailing machine to rely on



documentoutsourcinglimited

Needing a dependable, flexible solution at its new site, Document Outsourcing Ltd - Scotland's largest independent document management company - knew it could rely on Kern to help it to provide a consistent, quality mailing service from day one.

“Our new Warrington site launched with limited machinery and staff, so it was vital that we installed the most reliable and versatile solution possible. Kern’s Swiss-made precision engineering makes it the best in the market.”

*Arthur McCormick,
operations manager.*



A specialist in critical mail and personal correspondence, Document Outsourcing currently mails out around 60 million documents a year from its Bellshill site in Scotland. Most of these are personalised letters from debt recovery companies, local authorities and banks, which are personalised and packaged, ready for delivery to the correct recipient at the correct location.

Document Outsourcing decided to expand its business into the north of England, with the aim of developing the new Warrington site to the size of Bellshill, which has almost 50 staff and a variety of machines from Kern, Pitney Bowes and Xerox. Explains Arthur McCormick, Document Outsourcing’s operations manager: “Because of the urgent financial nature of the correspondence we handle, clients expect documents to be totally accurate and delivered on schedule, 100% of the time. It was essential that we offered this same quality of service at the new site, even with a limited initial set-up.”

With reliability in mind, Document Outsourcing chose to make a Kern solution the bedrock of its new site, moving one of its K2000s to Warrington.

Says Arthur: “It’s a real workhorse. With regular servicing and excellent aftersales service from Kern, it will still be going strong in 10 years - especially as our operators love it and look after it as well as they do their own cars!”

A second site provides the company – and its customers – with improved business continuity.

The expansion into Warrington also enables more customers to benefit from Document Outsourcing’s zonal Primepost solution. This bespoke, highly localised postal service splits supplied data into Zones, prints and packages documents in this order and then takes them to the Royal Mail inbound mail centre to insert into the standard system. This saves on Royal Mail logistics costs and gives access to the lowest possible postage rates.

Concludes Arthur: “We have been doing business with Kern for more than three years and are now one of their premier partners. It’s a great relationship, which is mutually beneficial, and I’m sure they’ll play an important role in the future success of our Warrington site.”

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