



Business Process Outsourcing Solution for Brammer UK Limited

Brammer works with UK industry to deliver millions of pounds worth of cost savings through innovation and added-value solutions.



"Prime Document have enabled Brammer to provide a vastly improved service for our customers with more professional looking and informative documents and at a considerable cost saving. Prime are excellent people to work with who are always ready to help with all our requirements: they are totally positive in their attitude and outlook."

**Betty Fleming, Credit Manager,
Brammer UK Limited**

Improving the quality of Sales Ledger Mailings and at the same time reducing costs was one of the challenges facing Brammer UK Limited.

For many years Brammer has been printing and mailing Sales Ledger documents from its Manchester Head Office. When further investment was required to update equipment Brammer decided to look at the alternatives and included the option of Business Process Outsourcing (BPO).

Prime Document provided a detailed report of the business process and associated costs. This was followed by a number of recommendations to re-engineer the business process.

A very convincing Cost Benefit Analysis report was produced along with detailed improvements to the process, aimed at making the documents clearer and to help reduce the number of billing queries and improve client satisfaction.

Prime Document has developed specialised data processing routines which enables different print streams to be matched and merged into the same pack.

This has the advantage of reducing postal costs to Brammer by more than 25% but also means that their Client receives one consolidated pack of sales ledger documents for payment authorisation.

Brammer had not been able for technical reasons; to review their letter design but Prime Document were able to provide a design which has prompted a greatly improved response from customers.

Each letter is now personalised with the signature of the Credit Controller responsible for the account and contains their direct contact details.

In addition, Prime suggested that details of the balance be sent with each letter, to avoid unnecessary calls, and Brammer hope shortly to be able to provide Prime with the data to enable this.

The next phase of the solution will be to provide a copy of the signed Proof Of Delivery printed to the reverse of the Invoice and host these documents on-line.

Customer Benefits

- Elimination of Capital Equipment
- Completely self funding
- Postal savings in excess of 25%
- Redeployment of staff resource
- Less customer queries
- Greater flexibility for design changes

Services Provided

- Printing & Mailing
- e-billing service
- Account Consolidation

Type of Documents

- Invoices & Credit Notes
- Statements
- Reminder Letters

Volumes

- 850,000 documents

Industry

- Europe's No.1 distributor of Industrial MRO products.
- Provides a comprehensive range of over 1 million individual products
- Network of 89 UK Sales & Service Centres