

We will be judged by results...



ScotCall

Since 1992 ScotCall has experienced rapid growth and earned an excellent reputation in providing its' specialised services to customers.

ScotCall is universally regarded as the UK's leading Doorstep Debt Recovery Agency.

Their clients include some of the UK's largest companies, institutions and Debt Recovery Agencies. Unrivalled experience, coupled with a wider range of recovery channels, means that ScotCall is equipped to succeed where others have failed.

ScotCall's mailing services to customers is at the heart of their business. Although they have an excellent understanding of postal services, they wanted additional expertise to enhance customer benefits – so they got Altus involved.





We were looking for a solution that would improve our service and reduce our significant costs in postage. We know how important this is to our business, and we knew Altus were the partner to help.

Brenda Stevenson Chairperson, ScotCall

ScotCall Case study

The Challenge

ScotCall has an excellent understanding of postal services industry. Due to rapid growth, the company found itself sending more significant volumes of transactional mail. The challenge was to understand ScotCall's needs and take advantage of the opening of the UK Postal Market. Since ScotCall is an innovative business, they were early adopters of accessing Royal Mail Wholesale through the Downstream Access Channel, but they were looking for new ways to drive out more economies from the existing providers.

Solution

Altus audited, designed and implemented a new mailing solution for ScotCall. This included a revision of their contact data management, print, production and postage strategies.

Brenda Stevenson, Chairperson comments *'We were looking for a solution that would improve our service and reduce our significant costs in postage. We know how important this is to our business, and we knew Altus were the partner to help'.*

ScotCall and Altus continue to work on innovative solutions to help reduce costs and deliver improved efficiency.

Benefits

Altus designed and implemented a mailing solution that has helped ScotCall realise the following benefits:

- Reduced postage costs;
- Better Management Information;
- Reduced time on customer communications.

Key Benefits:

- Improved Management Control;
- Centralisation of Postal Estate expenditure;
- Cost savings;
- Simplification of use;
- Speed of implementation;
- Minimum internal resource requirement;
- Clearer management reporting.

Categories:

Consultancy, audit, mailing solution design, implementation and postal expense management.

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