

# NEOPOST ENTERPRISE SOLUTIONS

*An Introduction*

NEOPOST

**WHO WE ARE...**



## Experts in customer communications


- Specialists in communications since 1924
- Detailed knowledge of UK enterprises and their challenges
- European leader in communications solutions
- A stable and reliable partner
- Extensive & dynamic range of digital solutions


Over  
**800,000**  
customers worldwide





**€1.1 Billion**  
Global turnover


 = 10,000 customers



 Mail & Parcels

 Data Quality

 Document Management

 Communication Software

The right partner to help you...

Dynamic and innovative solutions for communications and digital transformation.

NEOPOST

**WHAT WE DO...**

“...enable effective  
business  
communications”

# Where is our focus?



## Human Resources

- Records Management
- Agile Working
- Compliance
- Employee Engagement
- Internal Communications

## Finance

- Payment Automation
- Cost Savings
- E-billing
- Route & Approval
- Cash Flow Improvement

## Compliance

- Digital Workflow
- Audit Trails
- Authorisation Management
- Information Protection
- Data Protection
- Customer Preferences

## Customer Experience

- Channel Preference
- Speed of response
- Personalisation
- Customer Journey Mapping
- Relevant Content

## Customer Services

- Data Accuracy
- Information Retrieval
- Workflow Routing
- Single Customer View
- Process Integration

## Marketing

- Omni Channel
- Data Utilisation
- Personalisation
- Data Accuracy
- Speed to market
- Brand Control
- Consistent Messaging

## IT

- Information Security
- Legacy System Integration
- CRM Integration
- Compliance
- Deployment
- Digital Mailroom

## Sales

- Personalised Offers
- Data Driven Cross Sell/Up sell
- Automated Sales Order Processing
- Customer Insight
- Marketing Alignment

# What do we deliver?



Digital Mailroom



Data Management



E-billing



Omni-channel Communications



Electronic Document Management



Compliance



Process Automation



Inbound Digitisation



NEOPOST

HOW WE DO IT...

# Everything starts with you...

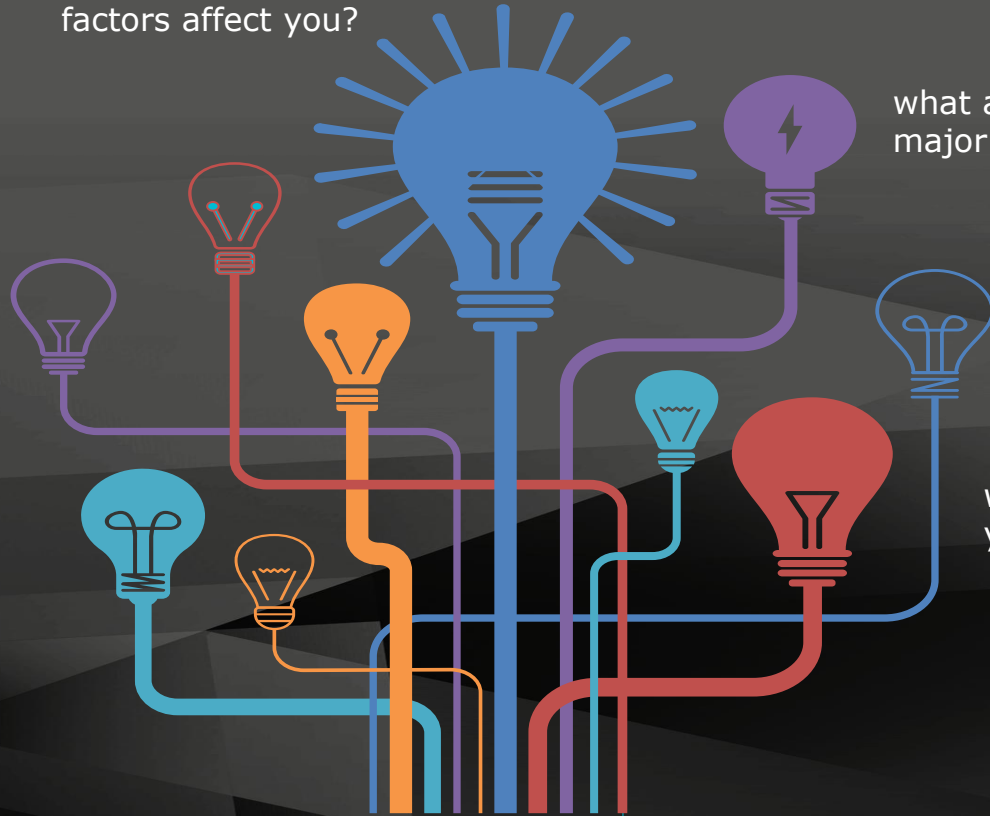
what internal/external factors affect you?

what are your major challenges?

what are your business objectives?

what does communication mean to you?

where are your priorities?



# Our process



# Our process

1

Phase – 1  
INITIAL

Process :  
Initial engagement

Stakeholder :  
Initial

Deliverables :  
Understand  
current situation

2

Phase – 2  
DEVELOP

Process :  
Current process  
insight

Stakeholder :  
Departments

Deliverables :  
Identify priorities

3

Phase – 3  
DEFINE

Process :  
Business needs

Stakeholders :  
Management

Deliverables :  
Areas for  
improvement

4

Phase – 4  
MANAGE

Process :  
Efficient processes

Stakeholders :  
Neopost Team

Deliverables :  
A bespoke solution

5

Phase – 5  
OPTIMISE

Process :  
Sustainable  
business benefits

Stakeholders :  
All

Deliverables :  
Solution  
implementation

# Outcomes



Improved Customer Experience and retention



Acquisition of new customers through enhanced competitor differentiation and consistent messaging



Cost Reduction and process improvement



Improved audit trails and process compliance



Better customer, employee and stakeholder engagement



Improved customer relevance and share of wallet

“

**Where are you on the  
digital  
transformation  
Journey? ”**

# The digital migration journey...?



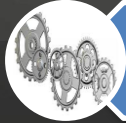
1. Inflexible highly coded manual processes, no digital communications strategy in place



2. Simple templates and email delivery, fragmented legacy document composition



3. Automation of content and limited digital delivery, simple management of channel preferences



4. Single inbound and outbound communications platform, email & digital delivery social media strategy and controlled content change



5. Customer self service platform, agile technology, digital centric, complete channel preference controls

# Where would you like to be?



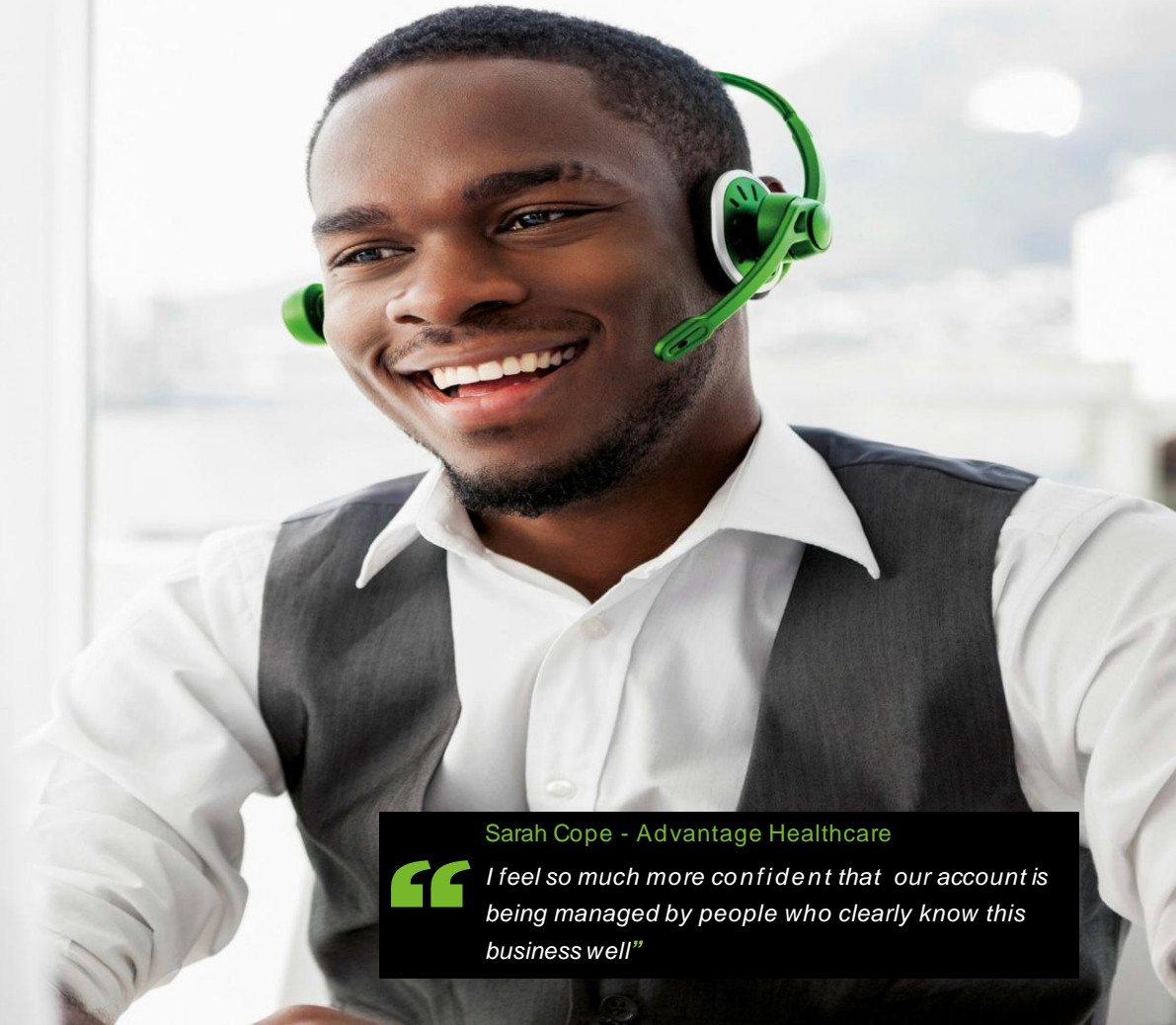


NEOPOST

**AT YOUR SERVICE...**

## Outstanding support, every step of the way

- Experienced Account Management team with industry leading national coverage
- Solution specialist and project management resource
- Award winning UK based contact centre and largest CCM development team in Europe
- Best in class customer satisfaction ratings
- Major R&D investment commitment
- Leading position with Analysts (Gartner, Forrester & IDC)



Sarah Cope - Advantage Healthcare



*I feel so much more confident that our account is being managed by people who clearly know this business well"*

# Outcomes of effective communications

“ €4m in potential fraud prevented each month ”



“ Find customer details in 10 seconds as, opposed to 60 ”



“ 20% increase in ROI for marketing campaigns ”



“ On this project alone the CCM solution saved us \$300,000 and a 6-7 times saving in development costs ”

Vice President, leading insurer



NEOPOST

Send.Receive.Connect.