

# New software leads to a first-class honour

**By Joshua Taylor**

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**A BURTON-based company has provided a first-class service after being tasked with printing and delivering 47,000 letters in the space of a single week.**

PHD Mail won the contract to print and mail all of South Derbyshire District Council's council tax bills, benefits letters and business rate letters.

The firm, based in Falcon Close, off Wetmore Road, was chosen to print and deliver all of the council's utilities letters by Northgate Public Services, the company to which some council services have recently been outsourced.

Kevin Dunn, PHD Mail's business development director, said: "The company has invested in new software, printers and

finishers, so our state-of-the-art equipment was exactly what Northgate Public Services wanted in a supplier."

Vipul Patel, operations director for Northgate Public Services, said: "We needed to find a distributor which could mail out 39,000 individual council tax bills, 6,000 benefit letters and 2,000 business rates notifications in the space of a week.

"By law we also had to put separate legal information in the letters to council tax payers and to business rate payers."

He continued: "If possible we wanted to use a local business, but our major con-



siderations had to be security for data protection reasons, reliability of delivery and good value.

"No-one likes getting bills but they would be even more unhappy if they were sent late or if the details weren't accurate."

Mr Patel (pictured) praised PHD Mail for its completion of the contract, worth an undisclosed sum.

He said: "We wanted a phased delivery of all our bills so that any inquiries could be handled easily alongside the customer service staff's normal workload.

"PHD Mail has provided first-class service.

"A local firm has taken a complex brief and then delivered the goods exactly as requested.

"I would recommend them to other organisations which need reliability and excellence."