



“ We have always found the service to be efficient and reliable. We are **well supported by a conscientious management team** who ensures any issues are promptly handled and resolved. Whistl keep us informed of any improvements that can be made and hold regular networking events to meet colleagues at other authorities. **Whistl really understand our business and priorities and help us achieve them.** Regarding the tender, Whistl really couldn't have done it better! ”

Chris O'Hara – Kirklees Council

Finding better, more efficient ways of operating

For over 10 years Whistl has been the chosen mail delivery provider to Kirklees Council. They led a collaborative exercise for Yorkshire, Humber and AGMA Local Authorities; for up to 27 million mail items, using the Crown Commercial Service (CCS) Postal Goods and Services Framework (RM1063). Forming one consortium means combining mail volumes to get the best competitive prices.

A quick, flexible, efficient and most importantly secure service

Kirklees had found the initial transition using Whistl extremely well managed with lots of support and advice for maximising the mail read rates to around 98%. They reduced their postage costs, received excellent account management and advice on operational issues. In short they found Whistl to be quick, flexible, efficient and most importantly secure.

Whistl won the Call Off contract being the top scoring provider in the delivery of service, contract management, planning, implementation and training.

Since the Call Off Contract was awarded, the collaborative approach between Yorkshire, Humber and AGMA and Whistl has resulted in Kirklees Council achieving significant savings with more expected during the year ahead.

