



Hull
City Council

Service standards consistently high

Hull City Council send approximately 2 million items per annum which consist of customer correspondence and invoices. They were looking to reduce the cost of its postal service whilst retaining high standards of service, business continuity provision and options to explore new ways of working via technology.

Cost savings Whistl were able to offer a regular service at a significantly reduced cost. In 2020 the council made a saving of £262,436 against a Royal Mail benchmark.

Improved customer service With direct access and regular meetings with the account manager and customer support. This allowed issues to be identified and resolved much quicker.



We have regular personal contact with named Business Account Managers that have enabled good working relationship to be built up. Whistl staff at all levels **provide a prompt response and resolution** to any issues raised.

We are provided with **good quality and regular account information** / performance data. There is a consistency of service and early communication if ever there is a possible disruption or changes are required

Whistl have an **ability to adapt the service as required** if needed and respond quickly to adhoc requests. They provide a positive proactive approach to making suggestions or providing solutions that may improve the service the team provides for the Council.



Richard Parker
Post & Workflow Manager

whistl