



Hull
City Council



We have made some big changes in the way we manage our post and Whistl's help has been invaluable. They have been with us every step of the way. Their itemised invoices, departmental billing and reporting has given us greater overview and control of our postal spend. We have regular meetings with our Account Manager and their proactive approach is very refreshing. Together we're still finding ways to improve our postal processes



Richard Parker, Post & Workflow Manager

Hull City Council is the governing body for the unitary authority and city of Kingston upon Hull. It was created in 1972 as the successor to the Corporation of Hull, which was also known as Hull Corporation and founded in 1440 by Royal charter.

Hull City Council partner with Whistl to drive cost efficiencies

In 2011, following a post room centralisation process, Hull City Council undertook a review of their postal provider. Whistl was chosen as the Council's new partner based on quality of service, account management, cost reporting and cost-effectiveness.

Whistl and the Hull City Council team worked together to agree a comprehensive training and change management plan to ensure the switch to Whistl ran as smoothly as possible. Numerous workshops were held for all Council staff, information and how-to guides were produced and distributed and regular review meetings were held to monitor progress.

Hull City Council are very pleased with the itemised weekly invoicing, departmental billing and reporting Whistl provides. With the ongoing cost savings, an increase in 'machineable' mail of 30% and the move to Whistl's indica and return address printing service (removing the need for pre-printed envelopes), Hull City Council are saving an estimated £46,000 per year with further cost savings in the pipeline.