



EVERSHEDS

PRICE, FEATURES, LEAD TIMES AND ABOVE ALL SERVICE WERE KEY TO LEADING LAW FIRM

CUSTOMER

Eversheds is one of the largest full service law firms in the world, acting for the public and private sector. With 38 offices across the UK, Europe, Middle East, Africa and Asia the company specialises in legal services for commercial, corporate, human resources, legal systems, litigation, dispute management and real estate.

CHALLENGE

With 20,000 to 60,000 items to mail each week and an unreliable machine from another supplier, Eversheds needed to get a new machine with excellent back up and support.

SOLUTION

Twofold provided a TFi-80 folding and inserting machine backed up by excellent service and support. Eversheds have been able to cope with their demanding mailing requirements and have found a "Partner who cares".

KEY BENEFITS

- Reliable equipment specified to their mailing needs
- Excellent service and support to keep them running to tight SLA's.
- Eliminated down time



EVERSHEDS



"When another supplier let us down, Twofold gave us the partnership we required"

Stephen Barrett
Assistant Facilities Manager

Eversheds is one of the largest and most well know Legal Services firms in the World.

Having a number of mail rooms throughout the UK they have a need to send out post to tight service level agreements.

In Leeds they were experiencing severe difficulties with an unreliable machine and un-responsive supplier. The business unit needed to send out 20,000 to 60,000 items of post per week and the mailing machine kept breaking down. With engineers taking days to fix problems the company was resorting to having teams of staff manually inserting envelopes which not only cost more money but took longer and could mean missed SLAs and financial penalties.

Stephen Barrett, Assistant Facilities Manager looked to replace the failing machine and had three key criteria;

"I needed the best priced machine that would meet our specifications delivered in the quickest possible time"

He looked at a number of suppliers but Twofold were chosen because

they met all the key criteria and in addition they had provided excellent service and support at another Eversheds facility.

With a new machine delivered on time to budget and able to perform all the required mailing tasks Stephen went on to say;

"Twofold were brilliant, their sales person was highly knowledgeable, the service and support has been excellent. Their phones are answered by people not automated responses. When I call support we seem to have a response instantly and nothing seems to be too much trouble.

Twofold have understood our mailing is business critical and offered Eversheds a true business partnership. I would highly recommend them to others."

Twofold now supply folder inserters and letter openers to a number of Evershed offices which process hundreds of thousands of mail items per month.

TWOFOLD

document solutions for paper and data

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