



FINDING THE RIGHT SUPPORT WAS KEY TO LEADING WARRANTY PROVIDER

CUSTOMER

Warranty Services offer a wide range of insurance products and best in class, third party administration services.

CHALLENGE

Two previous suppliers had let them down with unreliable equipment and very poor service. This resulted in them having to process mail manually which was impacting the efficiency of the whole business.

SOLUTION

Twofold provided folding and inserting equipment with special machine compatible envelopes backed up by excellent service and support. Warranty Services have been able to cope with an increasing workload without worrying about the reliability of their equipment or supplier.

KEY BENEFITS

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



"Having experienced other suppliers who let us down, I would absolutely recommend Twofold"

Gary McGivern
Operations Director

Warranty Services provide high quality Insurance Backed Warranties. They offer one of the widest ranges of insurance cover available on the British insurance market both to their own customers and as a service provider to third parties.

With many thousands of documents to send out each month they needed to automate the mailing process with a folding and inserting machine.

Unfortunately, before finding Twofold, via a Google search, they had previously dealt with two other suppliers. Gary McGivern, the Operations Director said,

"We had a very bad experience with the two other well known suppliers. The machines kept breaking down and with poor after sales support, our teams were forced to have to process the mail manually again".

Not only was the manual process extremely time consuming but due to the sheer volume of work, other teams had to be drafted in to help get the mail out. This impacted adversely on the rest of the business.

If the situation hadn't been dealt with, the company could have faced Health and Safety issues the mail could have been late and this potentially could have caused a loss of reputation with customers .

Rather than let this happen, Gary engaged Twofold to resolve the situation. Twofold, provided a new folder inserter with special machine compatible envelopes. At a stroke the situation was resolved and they were able to process the mailings automatically within service levels and without impacting the business.

Gary also said that in the years he has worked with Twofold he has only needed to call out the Engineer twice. Both times the local Engineer came in and not only fixed the machine but trained the staff to ensure the problems didn't recur.

With a successful and growing business that offers outsourced administration for other companies, Warranty Services need to have a supplier they can rely on. As Gary himself puts it,

"Having experienced other suppliers who let us down, I would absolutely recommend Twofold".

TWOFOLD

document solutions for paper and data

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