



Making the grade in post.

With 800 staff and 9,000 pieces of mail distributed every month, Stockport College of Higher Education required a mail partner that could deliver on service and reduce costs.

Following an initial approach from TNT Post in the North, and recommendations from other local public service organisations, Stockport College appointed TNT Post in January 2007. After a short consultation and quick tuition on the college's mail requirements, TNT Post introduced PremierSort Flex – a 2/3 day postal service. This has proved to be highly successful in improving the reliability and efficiency of the college's mailing operation whilst reducing postal costs.

Head of Estates for the college, David Speak explains:

"For us the quality of service is just as important as making savings. The initial set-up was simple. Our account manager provided all the necessary information, managed the implementation and provided address tools to ensure our mail is processed efficiently through the TNT Post automated sortation system. They even offered training for each department to ensure our mail is properly prepared. The elimination of franking and need to purchase additional equipment means we managed to make a considerable saving, even before we started to see the benefit of reduced mailing charges.

"Delivery reliability has been excellent and we can now track our mail to the point of delivery. This type of service is not available from Royal Mail and gives us added confidence that time-sensitive post reaches its destination on time.

"Due to budgetary constraints the savings offered by TNT Post have made a significant difference to the overall administrative cost of running such a large organisation."

David continues:

"We are making considerable savings. Considering all departments are responsible for maximising their budget without compromising service, this has been extremely advantageous. Not only have we reduced the cost of mail collection, sortation and delivery, we have also improved the productivity of our mail operation.

"I have been so pleased with the quality of service that I have recommended TNT Post to other education authorities in the area. If I was approached by other organisations, I would be happy to provide a testimonial and speak to them about the many benefits of using TNT Post.



Customer

Stockport College of Higher Education

Location

Stockport, Cheshire

Manager

David Speak

Primary Business

Education

TNT Post Account Manager

Mike Gratton

Service provision

Mail collection, sortation, transportation & delivery

Main benefits

- *Responsive and flexible service*
- *Improved delivery reliability*
- *Accountability*
- *Mail tracking*
- *Cost savings*
- *Improved public service*
- *Increase in departmental productivity*

For further information about TNT Post mail services:

Call Customer Services on 0808 262 0808

Text TNT Post to 60123

E-mail enquiries@tntpost.co.uk

www.tntpost.co.uk

It's our business to deliver yours

