



# TNT Post secures postal success for Synergy.

Since 1998, **Synergy** has been providing secure mailing services to businesses across the UK. Now with ten employees, **Synergy** is based in Livingston, West Lothian in Scotland.

**Synergy** appointed TNT Post in July 2006 for its PremierSort Flex service, and is one of TNT Post's longest standing customers in Scotland. PremierSort Flex is a day-definite mailing solution specifically designed to benefit local businesses that send over 250 unsorted mail items per day, or have weekly, monthly or irregular mailshot requirements.

A large proportion of the mail **Synergy** manages on behalf of its clients is sensitive mail such as invoices and statements, so using a secure, reliable postal provider that both **Synergy** and its clients trust is vital. Synergy employees are taught to be accountable for every item of mail – an approach that is also expected of TNT Post.

Karen Menzies, Administration Manager at **Synergy** commented: "We send highly sensitive mail and need to wholly trust our postal provider. TNT Post gives us that complete peace of mind through their superb account management. We always know that at the end of the phone is someone who knows where our mail is at each stage. This is critical in guaranteeing our clients' mail is secure."

In fact ensuring client confidence in their mailing service led to some of Synergy's key clients being involved in the appointment of TNT Post. "Our clients are central to everything we do and so involving key clients in the trial process was very important when taking the decision to appoint TNT Post. The trial was extremely

successful, and we along with our clients were convinced that TNT Post would be our best postal partner."

As well as security and accountability in the mailing process, **Synergy** requires a high degree of flexibility. Karen explains: "We need a postal partner that allows for real flexibility in mailing volumes and although TNT Post never know how many items will be waiting for them, they never let us down in processing the mail within the periods promised.

"**Synergy** has been delighted with the standard of service from the TNT Post team, and the reliability of the company overall." Karen, Administration Manager, played a key role in selecting TNT Post and comments on the experience to date: "We are delighted with the service TNT Post has provided. After meeting with a representative from TNT Post it was clear that its pricing structure was more competitive than other market providers. This, in addition to their knowledgeable customer service team and great trial results really sealed the deal!"

Karen concludes: "We would definitely recommend TNT Post to other businesses in Scotland. Businesses shouldn't be afraid of changing their postal provider as TNT Post ensured the transition was smooth and problem-free. We really can't praise the TNT Post team enough, they provide complete peace of mind.



#### Customer

Synergy

#### Location

Livingston, Scotland

#### Administration Manager

Karen Menzies

#### Primary Business

Secure mailing services to businesses

#### Service provision

PremierSort Flex

#### Main benefits

- *Flexible – scaleable systems in line with variable mailing volumes*
- *Supportive – excellent account management from a knowledgeable team*
- *Reliable – the resources and infrastructure to cope with any demand*
- *Cost-effective – competitive pricing structure reduced costs*
- *Easy to switch – the transition was smooth and problem free*
- *Peace of mind – accountable approach improves security*

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](mailto:enquiries@tntpost.co.uk)

[www.tntpost.co.uk](http://www.tntpost.co.uk)