

Return Mail

Computershare & SES Water



 **Computershare**

1. Problem

SES Water supplies 160 million litres of clean water daily to over 735,000 people in parts of Surrey, Kent, and South London.

Their vision is to be an outstanding water company that delivers service excellence. As with any business, customer administration is a large part of providing great customer service.

SES Water receive around 2% of their mail volume dispatched each month as return mail, including customer bills and letters which are important for keeping customers informed of any outstanding service charges and updates to their service.

The return mail needed to be opened, processed and destroyed, creating extra administrative work and cost.

2. Solution

Computershare provided SES Water with our Return Mail solution, which sees their mail returned to Computershare for processing rather than back to them.

Computershare process the return mail and provide a secure, consolidated file back to the client that contains the customer information and the reason for return.

We then securely destroy and recycle the returned mail pieces.

3. Results

The Return Mail solution was implemented quickly with minimal impact to SES Water's operations, delivering an efficient and secure method of managing return mail.

Outsourcing the service to Computershare has seen customer data returned to SES water promptly in a manageable format so they can easily identify why customers are not receiving their communications.

Through these efficiencies SES Water should achieve an estimated reduction in processing costs of approximately 25%.

Customer communications problem to solve?
Speak to Computershare Communication Services
ccsbusdev@computershare.co.uk