



## Case Study

### International mobile rental company

**The leading supplier of international mobile handset rentals with turnover approaching £20m and nearly 10,000 customers, based in the UK and clients all over the world with over 80% coming from North America.**

#### The Business Issues

Once a month invoices were generated in-house, fulfilled and posted via the Royal Mail with full first class international postage. This meant sourcing people once a month and relying on the inconsistencies of international postal delivery. Quality was inconsistent, postage was expensive, archiving and storage of second print runs was required and in order to support the customer service function. The customers received their invoices and statements many days after costs were incurred.

#### The Solution

DTP implemented a solution that did away with the pre-printed stationary, relying instead on our platform [Jupiter](#) to collect print ready files generated directly from within their mainframe accounting package. Upon the close of business each day in the UK, an electronic delivery is made with the invoices allocated to a print and fulfilment location in the USA. Making use of the time delay between these two countries, the invoices can be printed and posted the same day they are created. Cash flow improved dramatically, postage was reduced by 50%, print costs reduced by 25% and labour reduced by three temporary staff.

The [Operations Manager](#) of our client commented *'The adoption of a DTP solution has dramatically reduced the cost of our invoicing process and has also made it possible to significantly improve the cashflow of the company'*

In addition, through the use of [Jupiter](#), our client has been able to significantly improve customer management processes. Customer support staff can now retrieve customer invoices as composed images via the web, and have them emailed, or reprinted and posted the next day. In addition, all undeliverable addresses are captured and input allowing the client to immediately update the accuracy of their database.