

# Claims Management Company Increases Productivity by Streamlining Mail Processing



Claim Eazy, based in Cheshire in the UK, is a claims management company that helps its customers claim back money from miss-sold payment protection insurance, packaged bank accounts and personal injury reclaims. The company, founded in 2012 by James Treacy and Chris Dutton, both recently nominated for the Young Entrepreneur Award for the North West of England, has now developed into a dynamic team of over 60 people. We talked to James and his IT Manager Peter Wilshaw about their work and how Neopost is helping them better manage this flourishing business.

## What volume of mail do you handle on a daily basis?

James: We have to manage thousands and thousands of papers from sacks of post on a daily basis. And all of this mail has to be dealt with by our teams as quickly and as efficiently as possible.

## How did you manage your mail before investing in Neopost's solutions?

James: Before investing in mailing solutions from Neopost it was all manual labor. We had quite a lot of staff sitting down opening envelopes, putting pieces of post into piles, then sorting them out and making sure they went to the right department. There was a constant flow of high volume mail being processed and in addition to the manual process of opening the mail we also had to spend a lot of time on data entry, document creation, folding and inserting letters into envelopes and sending out mail pieces.

## Why did you choose mail preparation solutions from Neopost?

James: We wanted to take the human element out of our mail preparation as much as possible. It is important for us to be technology-driven, for compliance purposes. So we looked for a company that could offer us the right expertise. Since we started working with Neopost we've invested in an IS-5000 postage machine, an IM-19 letter opener, an intelligent DS-200 folder inserter together with

document output management software specially designed to help us better process our customer communications.

## How has the document output management software helped?

Peter: Using the document process automation software from Neopost has given us measurable benefits. It helps us to better process our document queue. And what used to take us a week now only takes us one day. We can fully automate the outbound mailing process with the help of the barcode and data matrixes which the output management system adds to our documents.

## How would you describe the main benefits of mail processing solutions from Neopost?

James: Since investing in Neopost's mailing solutions we've been able to process all our inbound and outbound post 80% quicker than we did previously. What's great about Neopost is the fact that it can meet the mailing needs of companies of different sizes. If you're a one-man band or if you're a big organization with 500 - 1,000 staff Neopost has the right mailing solution to handle the whole process. Neopost can help you at every stage of the customer communications management process. From opening letters, to metering your mail, and encouraging your customers to read your communications.



### How important is the role of technology in your mail management?

James: For Claim Eazy quality and accuracy are vitally important to us as a business. It's important that we ensure good business practices and that we're completely auditable, working towards ISO 9001. Although Neopost has fully installed all our software, we have an Account Manager who is constantly in touch with us, keeping us updated on all the most recent releases to their software so that we're not falling behind with anything and that we keep up to date with new developments, enabling us to do our job much better.



### About Claim Eazy

- Founded in 2012
- Experienced in payment protection insurance (PPI) claims
- Based in Altrincham, Cheshire in the UK
- Over 60 employees
- Specializes in helping people with claims relating to:
  - Credit Cards
  - Store Cards
  - Loans
  - Mortgages
  - Personal injury
- Offers a trusted and personalized service

