



Price, features, lead times, and above all service, were all provided by Twofold Ltd



CASE STUDY

IMS helped one of the largest firms in the world, acting for the public and private sector, specialising in legal services for commercial, corporate, human resources, legal systems, litigation, dispute management and real estate.

With 20,000 to 60,000 items to mail each week and an unreliable machine from another supplier, the company needed to get a new machine with excellent back up and support.

World class support

With engineers taking days to fix problems the company was resorting to having teams of staff manually inserting envelopes which not only cost more money but took longer and could mean missed SLAs and financial penalties. The Assistant Facilities Manager looked to replace the failing machine and had three key criteria; "I needed the best priced machine that would meet our specifications delivered in the quickest possible time"

Trust and reliability with Twofold

He looked at a number of suppliers but IMS were chosen because they met all the key criteria, and in addition, they had provided excellent service and support at another of the company's facilities.

With a new machine delivered on time to budget and able to perform all the required mailing tasks he went on to say, "IMS were brilliant, their sales person was highly knowledgeable, the service and support has been excellent."

What do we do?

IMS provides paper and data solutions enabling organisations to improve processes, increase efficiency, and gain greater control over costs.

Our physical mailroom equipment, document management software, and Robotic Process Automation technologies enable you to automate your document processes.

Key benefits

- Reduced costs
- Increased business efficiency
- Improved customer service
- Regulatory compliance

" We get the same engineer whenever we have a problem, it really helps to know who will be coming to fix the scanner."

ENGLISH CITY COUNCIL
BUREAU MANAGER

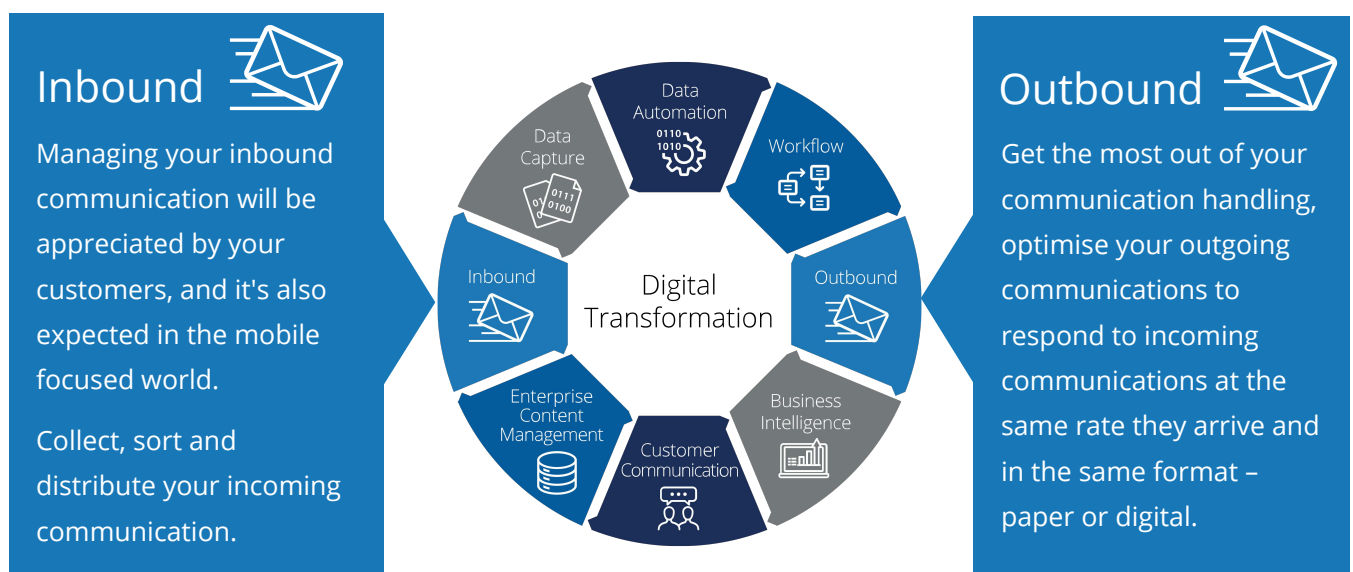
Speak directly to a member of our sales team:

0118 982 0988
info@ims-franking.co.uk

Why call IMS?

Our mission is to ensure our customers can meet the challenges of an ever increasing volume of International Mailing Systems specialist products and services help organisations manage an ever-increasing volume of paper and data so they can improve processes, increase efficiency and gain greater control over their costs.

Businesses are in the midst of a digital transformation, and IMS aims to ease this evolution by providing industries with the support needed for excellent communication, data processing and management.



Folder Inserters

Fold and insert documents into envelopes quickly and efficiently. Our folder inserters can handle a wide variety of letters, forms, inserts, and brochures to revolutionise your mailroom.



Franking Machines

A franking machine allows you to pre-pay your postage costs with a direct link to Royal Mail, so you no longer need to buy stamps, to get your mail posted.



Letter Openers

Your automatic Letter Opener will open your mail quickly and safely without damaging the contents, while you can get on with other duties – just pick up your opened mail.



Scanners

We have scanner hardware and software solutions to solve almost any of your business needs, from basic scanning, to full production environments.



Service & Support

One of our core values is providing excellent support and maintenance, which we feel is key in ensuring we build strong relationships with our customers. When you call our support helpline you speak directly with an experienced member of our team who will help.