



## Major utilities Company choose Orchestra to deliver complex transactional communications.

### Our Client

Our client is a **major water utility company** based in the south of England. It provides clean drinking water to over half a million people and is one of the leading performers in the UK water industry.

It supplies on average about 150 million liters of drinking water every day, through approximately 3,000 kilometers of water mains.

### What We Did

We built a **bespoke transitional system** and automated as much of the data processing and production as possible. This was key to delivering for our client an **efficient** and **flexible** solution that can be used at any time of day or night, whenever needed

### The Problem

Between Orchestra and the client, it was necessary to set up a transactional printing system to handle bills, mailing and ad hoc printing.

It was necessary for the client to find a supplier not only to manage this service but **add value** wherever possible.



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Cert No. AJA05/9555A



Cert No. AJA01/4321  
Cert No. AJA02/4600



Certificate No. 9975  
Certificate No. 9928



Certificate No. SA-COC-091719



Certificate No. CATG-PEFC-206





## Our Solution

To deliver a flexible service, we built an **automated solution** that could handle and process files **24/7**, and mail them in a secure way.

This meant that large volume data files as well as ad hoc files could be sent as needed from our client's network.

As soon as the data file is added onto a **secure** web area, all the transactional calculations are made and the data is produced.

As well as this, a daily automated **reconciliation** report is sent to our client's network as soon as the data file is processed.

We also create a **PDF** that is **automatically** added to a secure web area for the client to add into their own customer service network for auditing and reviewing as needed.

## Benefit

For our client, **automation** is a key aspect of the service. This gives them the **flexibility** to send us variable volume data files at any time of day or night knowing that the data processing, transactional processing and production is **always handled securely**.



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Based in the south-west of England, Orchestra Group are a leading provider of communication solutions.

Using email, print, SMS, web, and contact centre, we receive, deliver, & fulfil 100s of millions of communications each year.

We do all of this for 240 of the FTSE 250, and annually 1 in 2 of the UK adult population is contacted by Orchestra.

To find out more about what we do please get in touch. You can get hold of us by Visiting [www.orchestragroup.co.uk](http://www.orchestragroup.co.uk)

Calling +44 (0) 117 300 3100

Emailing [webenquiries@orchestragroup.co.uk](mailto:webenquiries@orchestragroup.co.uk)





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