

Awards 2016 Customer Service Team of the Year



Finalists

- Communisis
Transactional Print
- Howard Hunt Group
- JPS
- Pensord
- Pindar (part of the
YM Group)
- Route One Print

Winner

Pensord

www.pensord.co.uk 01495 223721

It's the small things that count at Pensord, such as amending the way a box label is presented. Such detailed consideration came into sharper focus this year when the company in Blackwood, Wales, undertook a new initiative where all staff in all areas were encouraged to put themselves in publishers' shoes to widen their working perspectives and put them firmly in the mindset of their customers. From this evolved twice daily audits to ensure every process is executed to the highest standard and delays are reduced. The company has enhanced checking of plotter proofs and the analysis of mailing data, and extended courier options to offer more flexible pick-ups and collections. "A great business with a great strategy," concluded the judges. "They seem to put their people first, which in turn encourages their people to put the customer first."

Highly commended

Pindar (part of the YM Group)

www.pindar.com 01723 581581

Pindar's customer services team proved its mettle on more than one occasion during the judging period; including actually saving Christmas for one major client, when they pulled out all the stops for a crucial seasonal catalogue. Other highlights included resolving colour standard issues for luxury brands and demonstrating a truly collaborative approach to avoid issues with a particularly complex cruise brochure project. "A fantastic case study in excellent customer services," was the judges' verdict.

Pensord: staff put themselves in their customers' shoes

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