

## Cygnus Testimonials

### Yorkshire Water /

#### **About your company.**

Yorkshire Water, part of the Kelda Group is one of the world's ten largest providers of water and sewage services, providing quality services to approximately 4.7 million people and 140,000 businesses a day. We manages the collection, treatment and distribution of water, supplying around 1.24 billion litres of drinking water each day – that's the equivalent of a glass of water for every person on the planet! We also collect, treat and dispose of about one billion litres of waste water safely back into the environment each day and have won the prestigious Utility of the Year for the past 3 years running.

Yorkshire Water has a customer base in excess of 2million which means we produce and despatch a significant volume of bills and customer communication. Of this communication approximately 3.5 million pieces of mail are processed via Cygnus each year.

#### **The challenge**

Whilst we primarily use Cygnus for walksort and mailsort, we also find it a useful tool to satisfy simple and fast sorting requirements.

Many of our customers often receive more than one document in an envelope. To facilitate this, we requested a solution from The Software Bureau which performed a specific rationalisation of data to ensure Yorkshire Water accurately based its mailing costs per envelope. The Software Bureau provided a timely and cost effective solution to meet these requirements.

#### **The process**

The relationship between Yorkshire Water and The Software Bureau started when we redesigned our bills and moved from line data to an afp format bill image. Additionally, we undertook a project to provide an In-house solution to mailing many of our bills and other customer communication. Cygnus was selected as the mailing solution for this new and innovative project, successfully bringing together document composition and mailing requirements.

The graphical user interface which Cygnus employs provides a very intuitive and user friendly method for configuring individual mailing requirements and this enabled us to rapidly implement and further enhance the software.

Yorkshire Water had specific requirements to run Cygnus in a batch state as opposed to online and we needed to ensure that the software could be resilient in this environment. We found The Software Bureau fully appreciated this need and supported the changes required.

#### **Outcome and benefits**

We have built a good working relationship with The Software Bureau who have always provided us with invaluable support and advice when required. We are always kept up to date with changes and are always provided with personal contact details.

*Carl Davison*

Senior IT Professional

**Yorkshire Water**