

Prime Document Limited

Service Definition Document

G-Cloud 15

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1 Introduction

About Prime Document

At Prime Document, we are regarded as a trusted partner to our clients and have many years' experience in providing our range of services within tightly regulated sectors.

Across the market, businesses are digitalising their admin and finance processes. This is why we provide businesses with solutions to accelerate, optimise and deliver these processes. We have developed applications and platforms that facilitate the secure and efficient processing of client data in a largely automated way, ensuring a high level of data protection and information security.

We have achieved and maintain internal standards (ISO) certifications for 9001 Quality, 14001 Environmental, 22301 Business Continuity and 27001 Information Security, as well as Cyber Essentials Plus. Our accreditations provide our clients with confidence and knowledge that their customer data, admin and finance processes are secure and in safe hands.

Regardless of your size or location, we can partner with you. Our tools can transform your business, enhance your customer experience and improve business-critical cash flow by accelerating your invoice to cash time. We truly believe that administrative and financial processes should be simple and smart

Our Values

TEAM UP



We are an integral part of the value chain; ambitious to create win-win solutions.

BUILD TRUST



We act in a responsible manner; taking into account the impact of our decisions on quality, customers and reputation.

INNOVATE



We challenge the status quo of processes and solutions; aiming for continuous improvement and innovation.

Reasons why our clients partner with us

Working with Prime Document means you'll receive expert advice about automating and digitising your customer, clients and internal communications via our multichannel platforms and physical print and post capabilities. Here are a few of the many benefits you can expect by partnering with Prime Document.

Quick Turnaround



We deliver project roadmaps and digital timelines so that businesses have a solution up and running in no time and at a pace that suits their requirements.

Transform Processes



We help businesses realise the potential of digital platforms that transform operational performance and remove manual processes.

Safe & Secure



Our ISO accredited and cyber security processes ensure documents and data are secure and compliant at all times.

Cost Effective



We invest in technology, our teams and our methods so that our customers don't have to and are designed to be cost effective solutions that deliver savings.

Accessible 4 all



Digital solutions that are built to comply with WCAG 2.1 as well as accessible print solutions for physical communications and mail.

Innovative



We invest to create the most innovative solutions suited for our customers and take them on a digital journey that delivers the right message, using the right channel, every time.

No company too big or small



Whether you're a small provider or a large business, our solutions are tailored to meet your communication needs.

Diverse portfolio of clients



Solutions created for all sectors to transform business processes, reduce manual tasks and improve communication efficiencies.

Hybrid Mail overview

Hybrid Mail from Prime Document is a cost-efficient alternative to having your own in-house print and post facility. The cost and time it takes for businesses to source their print material, invest in franking machines and research the best postage deals can very quickly add up. This is where Hybrid Mail really comes into its own. Accessible anywhere with an internet connection, using Hybrid Mail couldn't be simpler as we handle the entire document distribution process, you just click 'Print' and we do the rest!

Our Hybrid Mail solution is not just a simple print and post outsourcing tool; it can be used as a fully digital resource. By using electronic distribution, businesses can automate and digitise their documents and communications to create an even more convenient and efficient document distribution solution. The increased speed and efficiency improve delivery rates, speed to market and decreases the invoice to payment time significantly.

How does it work?

The key to Hybrid Mail is its simplicity. Following a short training session users will be proficient in creating and sending their documents, the process for which is summarised below.

- **Create** - Create your letter/s or document/s as normal, whether this be a Word document or PDF. Single document or multiple documents.
- **Configure** - Configure your document by selecting paper type (letterhead or plain paper), mono or colour output, single or double-sided print options.
- **Select** - Select your envelope type (C5 or C4) and any accompanying insert collateral. Send via 1st Class, 2nd Class, Overseas or Signed-For postal options
- **Submit** - Send your documents straight to print or submit to a senior member of the team for additional approval prior to final printing
- **Track** - Using Hybrid Mail's secure portal, users can log in to check the progress of their documents and can make amendments up to the daily 3pm cut off
- **Mail** - Your documents are then securely processed, printed and mailed out the same day.

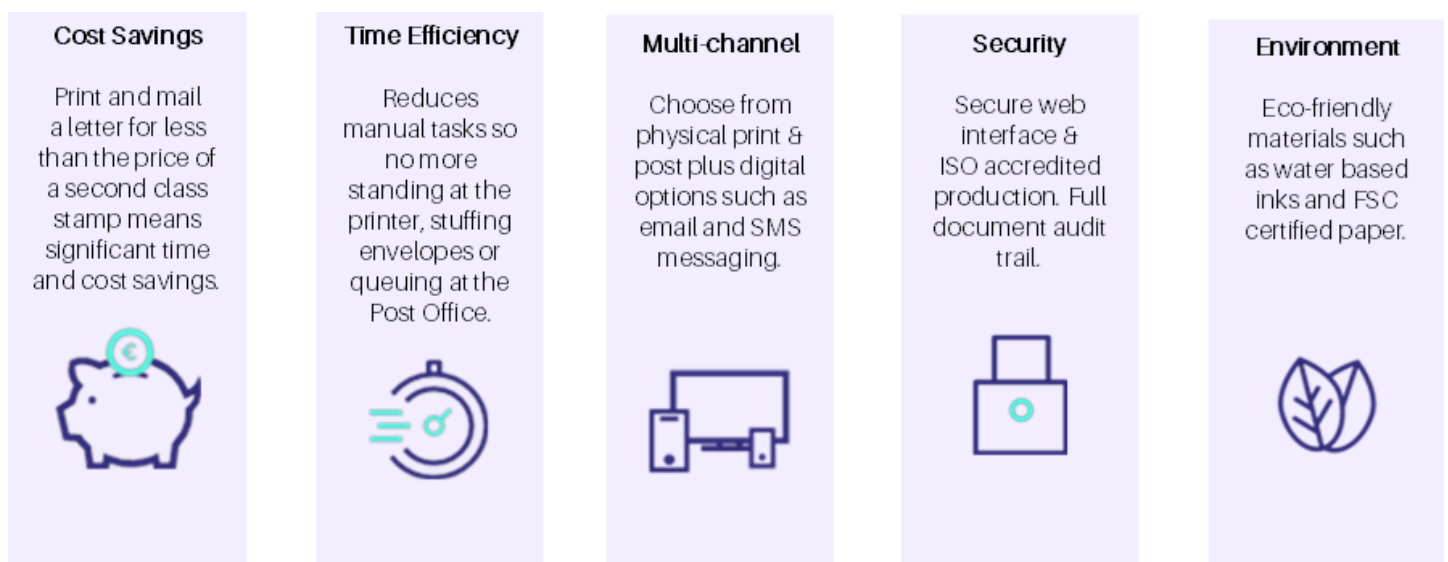
It's as easy as that! Sit back, relax and let Prime Document do the rest.

Key benefits of Prime Document's Hybrid Mail solution

Hybrid Mail is available 24/7 enabling employees to send their customer documents from any location with an internet connection, supporting both office and remote work environments. Once you are set up you can be printing and distributing documents physically or electronically in minutes – without ever leaving your seat!

Hybrid Mail is extremely secure, highly configurable, easy to use and quick to deploy, giving access to immediate cost savings (print and post), improved document governance and elevated levels of tracking and reporting via your own secure online portal.

Our solution gives users options for multichannel communications and can be configured to manage digital channels such as email or SMS. This not only supports a digital first mandate but is also a more environmentally friendly choice for our clients.



Benefits by department

Finance – Using Hybrid Mail can accelerate your invoice to cash time. With a Hybrid Mail digital solution you can securely send your documents straight to your payee. It's also a great way to send other finance documents such as statements, payment arrears notifications and Dunning type letters.

Customer Services – Hybrid Mail can be used to quickly and efficiently distribute your full suite of customer letters including system generated templated communications or bespoke ad-hoc letters. With Hybrid Mail you significantly reduce the time spent creating and mailing documents.

Marketing – Hybrid Mail can be used to send quick turnaround marketing campaigns, which is useful if you need to send out urgent notifications or react to competitor activity such as price reductions.

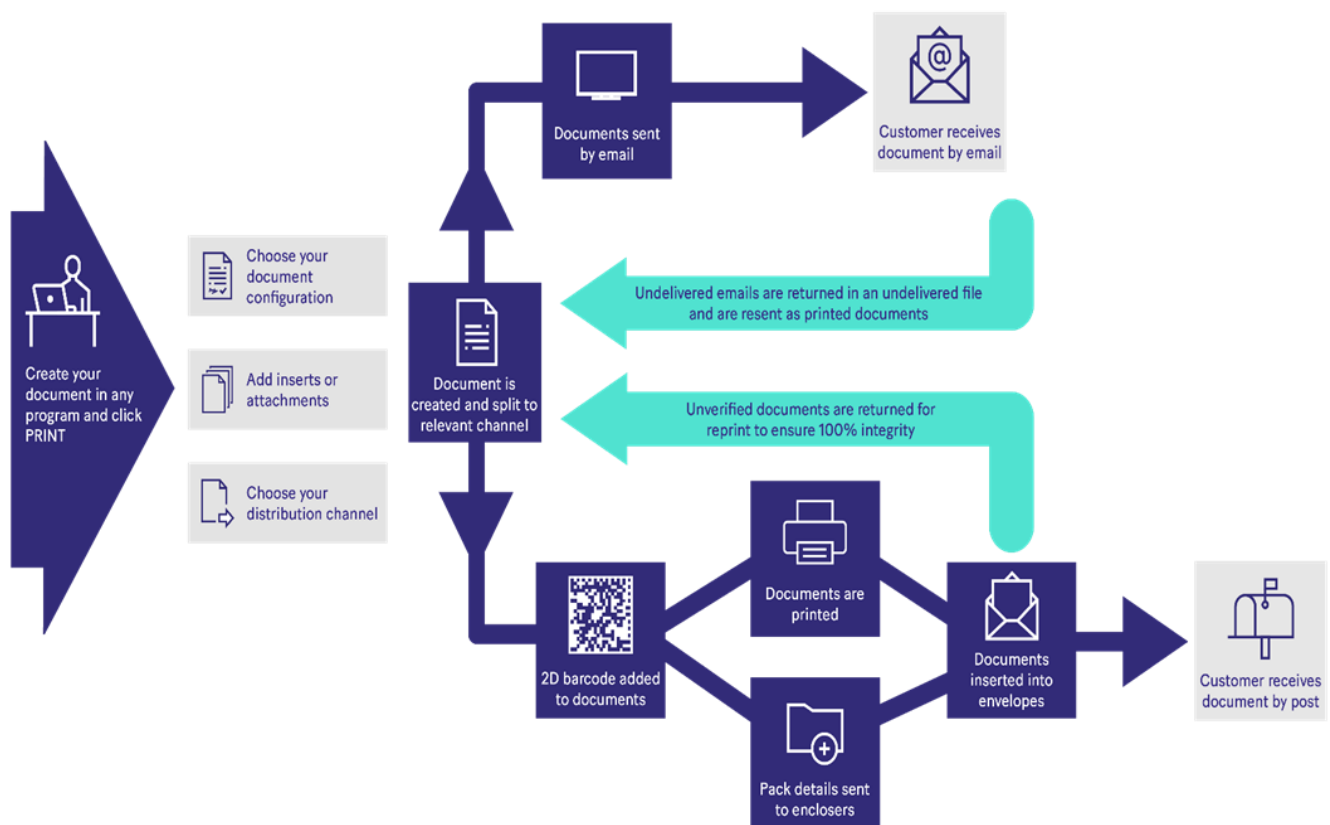
Payroll – Still sending out paper payslips? Hybrid Mail can be used to email payslips straight to your staff and send paper versions to those employees who still prefer a physical document.

HR – From onboarding documents to pension statements, your staff will receive their documents quicker using Hybrid Mail in their preferred format.

IT – Prime Document's Hybrid Mail uses our secure HTTPs connection so you can be confident knowing your business' data and documents have a full audit trail and are in safe hands.

Your document journey

Detailed below is a diagram showing your document workflow within Prime Document as it passes seamlessly through our ISO accredited production facility. You can be confident that our robust procedures, skilled staff and state of the art production equipment provides assurance that your documents will be consistently produced to the highest quality standards at all times, with the latest automated enclosing technology providing 100% mail pack integrity.



2 Keeping your data protected

Our Data Protection Policy outlines the processes that we must follow in line with the Data Protection Act and General Data Protection Regulations (GDPR). This is not just limited to the data being secure, but also what action must be taken should any rights of the data subject be invoked. It is the responsibility of our Operations Director to ensure we are compliant at all times and that the policy is kept up to date.

Data Security is given the highest priority at Prime Document. We continually strive to take steps to enhance the level of security we apply to our cloud infrastructure as well as the way our employees and clients access our systems. To this end in 2020 we gained the Cyber Essentials Plus accreditation to back up our ISO27001 certification. We strive to be 100% compliant in all areas of our business by following the ISO27001 manual at all times.

As a Data Processor we have systems in place to routinely check the security of our systems and the data held within them. All data collected to deliver the services to our clients is held within the UK. Should any issues be found with either the systems or the data, we then follow our reporting processes to inform the relevant parties. This would include the client, via the appointed representative, should an issue arise that affected the integrity of their information, and the relevant third-party body, such as the Information Commissioners Office (ICO) or National Cyber Security Centre (NCSC).

Access to all data is controlled by windows active directory and our staff/users only have access to data that is required for their role. Data resides on devices which are protected by role-based profiles. These role-based profiles are granted to the employee based on their role in the company.

Removable media is disabled by policy across all devices, and we have a data protection policy which all employees follow which covers that the emailing of customer data is strictly forbidden. The company has facilities to monitor any external email traffic to ensure that only authorised data is sent externally. The company puts staff through refresher GDPR training annually (as well as part of the onboarding process) to remind staff of the contractual obligations we have to our customers.

Our data retention policies are client specific in line with the Data Controllers written instructions. Where a Data Controller does not stipulate a retention period, a 90-day retention period is instigated as standard.

Secure IT Infrastructure

As mentioned above data and information security is given the highest priority at Prime Document. We are ISO27001 and Cyber Essentials Plus accreditations which underpin the processes and management systems we have in place for managing and measuring our IT infrastructure and data security, the highlights of which are shown below:

- Google cloud based infrastructure with 2 x 1GB private links
- Two x Tier 3 data centres, UK located, including an automatic failover site, with backups every 15 minutes between the two sites.
- Multiple layers of firewall including DMZ
- Robust Intrusion Detection Systems in place
- Flexible document transfer options - Print driver + Portal + SFTP + API
- SFTP software with 256-bit AES encryption and FIPS 140-2 validated cryptography to secure files over SSL/FTPS and SSH/SFTP protocols
- Hybrid Mail secure data/document transmission over HTTPS using TLS 1.2
- File integrity checking by SHA256 and SHA512
- 2-factor authentication and all data encrypted at rest
- No client data is transferred or processed outside the UK.

Data backup & restoration

All of our servers are backed up daily into a separate data center within the United Kingdom. Hourly snapshots (incremental backups) are taken and stored within the same data center in the United Kingdom. All paper documents which are required to be retained and scanned are stored within our IT system, so we always have a backup. Paper documents are stored in our secure facility which is a low-risk flood area and has an automated sprinkler system.

We have a Disaster Recovery procedure using Google Cloud Platform tools to restore data from snapshots. Recovery time objective is 4 hours.

Business continuity and disaster recovery

Our Business Continuity/Disaster Recovery (BCDR) Plan has been designed and written in line with our ISO 22301 accreditation and manual. It is to be used in the event of a disaster or major outage affecting our primary production facility. It details business continuity plans for all eventual outcomes, which can include a natural disaster, loss of IT services, global pandemics and staff shortages, adverse weather, receivership, loss of premises, electrical outages, fire or flood. Should the BCDR Plan need to be invoked, our client facing team will provide details of any service issues

and set up a Communications Plan to maintain contact with client representatives until the matter is resolved and we are back to business as usual.

In the event of a major disaster our BCDR Plan is invoked by our Managing Director. This can happen immediately when a major issue is known or planned for staff training/planned testing. It ensures that our products and services are back up and fully operational within 4 hours of any issue being found, minimising any potential service disruption. To ensure the BCDR plan is fit for purpose it is tested twice per year under different circumstances each time.

At our production site in Manchester, we have several additional measures to ensure there are no single points of failure, which includes:

- ✓ Having a robust multi-skilled workforce trained in each area of production.
- ✓ Not operating all machines simultaneously or at full capacity, to allow production to switch machines should an issue arise.
- ✓ Holding a stock of multiple replacement parts for all of our machines to increase the speed of repairs.
- ✓ Having active contracts that are used daily with multiple mail carriers - Royal Mail, UK Mail and DHL.
- ✓ Having a robust supply chain for stocks of paper, envelopes, ink/toner, etc. ensures failure by a supplier does not halt our operation.
- ✓ Access to an alternative production site if operations need to be moved.

Prime Document utilises a separate site in Droitwich Spa to continue to deliver all services in the event of full disaster recovery being invoked. The alternative site has the ability to operate 24 hours a day, 7 days a week, using the Google Cloud Platform, it seamlessly ensures continuation of our services guaranteeing SLA's are met.

Our alternative site also has its own backup power. In the event of a loss of power to the site, the Uninterrupted Power Supply (UPS) system is activated immediately and ensures the continuous feed of power to the site for up to 30 minutes at 100% usage. Simultaneous to the activation of the UPS system, a diesel powered generator activates. The generator, with a full tank, can power the site for 4 days, and fuel refills can be arranged within 12 hours.

We have a procedure using Google Cloud Platform tools to restore data from our backups, once the major incident is resolved. Recovery time is 4 hours to bring our facility in Manchester back to 100% operation.

3 Customer Support

Onboarding & Implementation

Project launch and governance

Prime Document will work with your business to ensure the implementation is smooth and stays on track. A fully managed implementation plan will be used by your dedicated Project Manager to steer you through various stages of the project required to deliver your products and services on time and to budget.

Implementation can vary depending on your needs, however, we will remain flexible in our approach. Our team will request a key contact list and work with any current supplier to ensure there is a smooth transition. A Communications Plan will be set out, with regular points of review before the initial kick-off meeting takes place with all key stakeholders, allowing them to be fully briefed on the plan and have the chance to ask questions before it begins.

Project Scoping

Once all parties are in agreement with the plan, we begin to look at your specific requirements and organise information gathering sessions with a dedicated Solutions Architect. This allows us to fully understand your needs and ensure the solution we build matches your requirements exactly. A Statement of Works (SOW) document is created and shared for client review and approval. The solution build and development stage will not proceed until the SOW is approved. Throughout the project a tracked progress report including risk management log is discussed in project review meetings, which typically take place on a weekly basis throughout implementation. This enables the Project Team to give an update on each area of the set up to be completed and answer any questions from key stakeholders.

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Technical solution and testing

As we begin to build your technical solution, we will set you up in our system to allow users to send documents through our Hybrid Mail system for testing. We will request copies of test data, including each letter/document type, before your dedicated Development Team builds the application(s) that will be required. Once the applications are built, they will be tested internally to ensure all requirements have been captured before your Project Manager coordinates user acceptance testing.

Training

Prime Document will train nominated client users on how to provide documents to be printed via the Hybrid Mail platform. This allows the trainers to show the learners what to do and user guides are also provided. Further Train the Trainer sessions are completed to give selected users the capability to provide new user and refresher training when required.

Production roll out

Following the completion of the technical requirements, we will agree the stock requirements for all print items and the subsequent storage needs. This is based on the daily/weekly/monthly capture of accurate volumes, including peak times such as annual billing. SLAs are also established to suit your output requirements and communicated with our Production Team to ensure they are met and a business-as-usual schedule is put in place. Production testing is completed and any anomalies identified and corrected. During production testing, samples are created and sent to you for review and to provide confirmation that the output is of the desired quality before the solution is signed off and rolled out.

Service review meetings

Service Review Meetings are an important part of the relationship and service between Prime Document and our customers. This is the opportunity for us to discuss ongoing developments from both sides of the contract, the ongoing relationship and how we can continue to develop/improve our service.

Service Review Meetings are scheduled frequently, typically monthly or quarterly, with an assigned agenda. However, we are able to accommodate them weekly if required. This is particularly useful when implementing a change or a new solution, as it ensures frequent communication occurs to discuss ideas, issues or challenges and allow them to be addressed swiftly.

Client service improvement plan (CSIP)

Prime Document looks to continuously achieve and maximise value added services throughout the life of any contract. From a client perspective, we are continuously looking at how we can deliver the contract in smarter, faster and cheaper ways. Working in collaboration with our customers enables us to concentrate on making improvements in areas that really make a positive impact to the value we are delivering.

To ensure we are making improvements throughout the term of the contract we recommend the use of the Client Service Improvement Plan. Key deliverables are identified, agreed and prioritised as part of the customer journey, with a view to being delivered during the contract term. This simple but effective approach allows innovation and improvements to be captured, which in turn is a way of measuring that value for money is being delivered above the standard SLA and KPI metrics, as well as how these improvements can deliver cost savings year on year.

Customer service and technical support

Prime Document will assign a dedicated Account Manager from the Business Support Team who will:

- ✓ Act as the single point of contact for all matters relating to service delivery.
- ✓ Take day-to-day responsibility for the service delivery and technical issues.
- ✓ Create MI reports and provide ad-hoc information when requested.
- ✓ Attend review meetings.

Contact information for your Account Manager will be provided upon the award of a contract and introductions will then be made. The Account Manager will be involved with implementation activities to allow for a seamless transition into business-as-usual services once the service goes live.

Account Management Support (and escalation) is available between 08:30-17:30 Monday to Friday, and responses are based on the requirement priority/issue severity. Any general email query will be acknowledged within 2 hours. For any technical issues that arise, your Account Manager will be your direct contact and will liaise with the Technical Team to ensure the problem is resolved at the earliest opportunity. They will also provide you with regular updates along the way.

Out-of-hours issue reporting is available to all customers and additional dedicated resources can be provided and would be agreed during onboarding.

Prime Document has an Escalation Matrix which outlines the escalation route should an issue arise that impacts service (priority 1) or not (priority 2). See below:

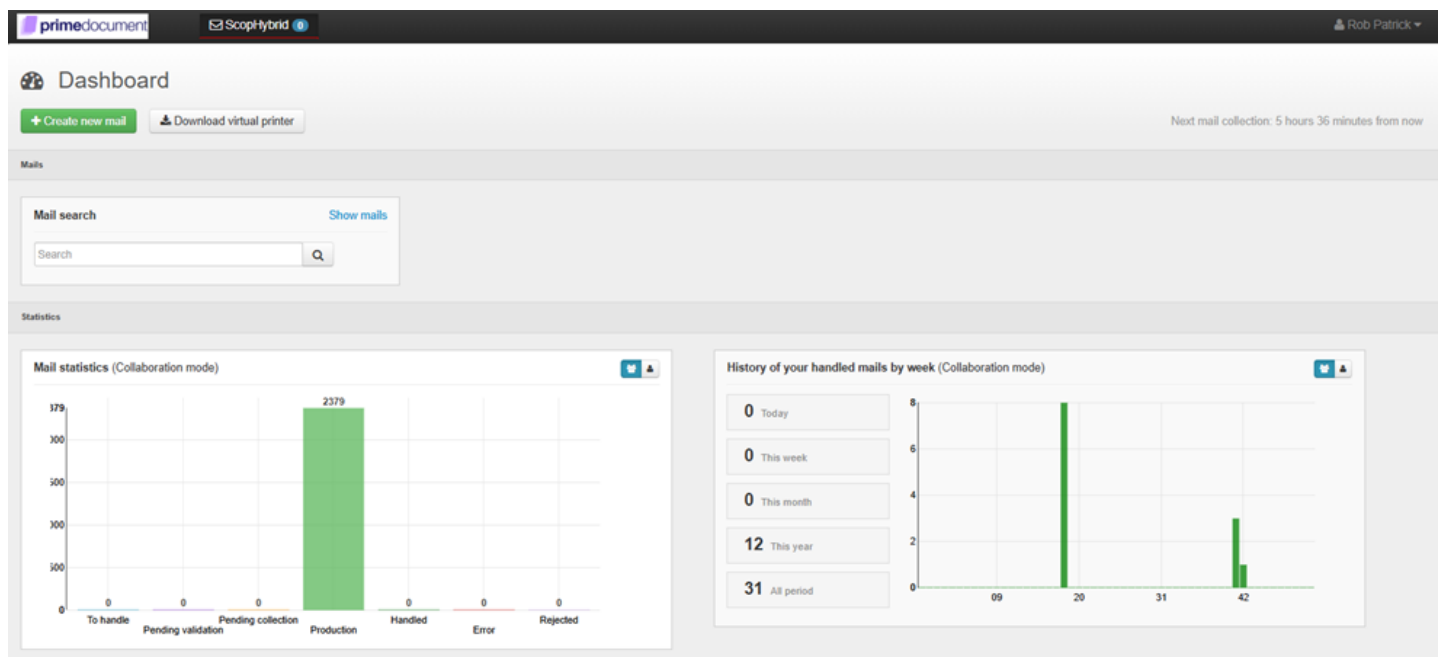
Priority 1	When	PRIME DOCUMENT Escalation Point	Priority 2	When	PRIME DOCUMENT Escalation Point
Escalation 1	On discovery of issue	Account Manager	Escalation 1	On discovery of issue	Account Manager
Escalation 2	After 2 hours	Business Development Manager	Escalation 2	After 4 hours	Business Development Manager
Escalation 3	After 4 hours	Contract Manager	Escalation 3	After 8 hours	Contract Manager
Escalation 4	After 8 hours	Managing Director	Escalation 4	After 12 hours	Managing Director

Job tracking

Our Hybrid Mail solution provides track and trace functionality that enables users to monitor the production process via the user dashboard. A user can edit, stop, or cancel a job at any time prior to dispatch through the dashboard interface to make any amendments.

Any requests from a customer to stop an item (for amendments or if the document needs to be removed from a file) are raised with your Account Manager, who is responsible for taking details of the recipient's name, address etc. of the document to be pulled from the production process. This process applies to both print and post deliveries and email deliveries.

Hybrid Mail documents are processed through our Hybrid Mail solution, which allows real time tracking of each document by system users via the user-friendly dashboard. This can be accessed via the web browser on a user's PC/laptop or mobile device.





Each individual user has their own dashboard for documents they have sent through the Hybrid Mail solution, which is simple to navigate and has a clear timer before a document becomes past the point of no return. Until the timer ends, users can hold, make amendments to and/or delete any items.

primedocument

ScopHybrid 0

Rob Patrick ▾

Dashboard

Cart 0

To handle 0

Pending validation 0

Pending collection 0

Production 99+

Handled 0

Error 0

Rejected 0

Deleted 0

Production

Search mail (Ctrl+F)

Search

Dashboard > Production

245 Sort by reception date

☐ Payslip Sample.pdf-rob.patrick@unifiedpost.com-Standard ...05-Dec-2025

☒ Sample Letter - Mail merge.pdf 05-Dec-2025

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Mail type Full Customisation

Owner rob.patrick@unifiedpost.com

Envelope C5

Reception date 05/12/25 at 13:26

Pages 4

Sheets 2

Duplex Duplex

Underlay The first page Q

Address

Mr Sample

Sample Street

Sample Town

AB1 2CD

Parameters

Archive Add to Archive No

Delivery Main Email Address

1 / 4

1

primedocument

Dear Sir Sample,

Learn from this that your company's relationship with ScopHybrid is a very important one. We are pleased to hear that you are using our services and we are committed to providing you with the best possible experience. We will continue to work hard to ensure that our services are of the highest quality and that we are able to meet your needs. We are also pleased to hear that you are using our services and we are committed to providing you with the best possible experience. We will continue to work hard to ensure that our services are of the highest quality and that we are able to meet your needs.

Yours faithfully,

ScopHybrid

We use details provided (recipient name, address etc.) to search file data to understand at which point in its life cycle the specific document has reached, whether that be print, enclosing or pending collection (above). Once the document has been located, the Production Team is notified of which document is to be removed from the file, its position within the job file and where in the production process it is, and a manual extraction will be completed. A document can be removed from the production process at any stage of the workflow up to the point where it is placed onto a mail collection vehicle and leaves our facility.

Off-boarding

At Prime Document we pride ourselves on making the entire journey with us as smooth as possible, including the exit plan. We understand that all customers have a choice in who they work with and, while we strive to be the best, we understand that a solution may not always be suitable long term. Therefore, when it is identified that our Hybrid Mail service is no longer required, we will do our utmost to make this change hassle free. Our standard exit plan will follow these basic steps:

1. Complete an exit meeting to establish the new direction a customer is going in and how we can support this transition.
2. Agree a way for all information/documentation to be returned.
3. Produce a project overview for all active projects and provide guidance on how to maintain service levels.
4. Initiate customer offboarding as agreed.
5. Complete a final farewell meeting which allows us to confirm all actions have been completed. More importantly it gives us the opportunity to express our heartfelt thanks for your business and wish you well in the future.

4 Digital Transformation

Delivering the switch to digital

Prime Document specialise in the migration of traditional print and post document distribution into a secure, compliant, simple and efficient digital delivery solution. Our robust migration process has been developed following years of experience working with a wide range of customers from an array of different markets. We work closely with our customers to mitigate the potential pain points associated with the complex process of migrating to a fully digital delivery solution.

Electronic delivery of business-critical documents has many benefits, however, Prime Document is very much aware of the major changes and challenges that our customers face, and the potential hurdles that come with this type of migration. Ensuring that the right message is delivered in the right way, to the right people at the right time is crucial to a smooth migration process.

This process requires project and change management, innovative solutions and proven leadership to be successful. This is our area of expertise. We bring the experience, structure and industry leading knowledge required to deliver a secure, compliant, all-encompassing solution underpinned by a tried and tested process for migrating traditional print and post to a full digital delivery solution. We provide recommendations and guidance on how the project will be structured to deliver the perfect solution implemented on time and to budget.

Prime Document will work to ensure that the right messaging is delivered to your customers and employees to make them aware of the changes we will deliver, and the benefits these will bring. It is fundamental to the success of the project that customers and employees are all onboard. This starts with clear and compelling messaging around why the switch to digital is necessary, including the benefits and how the business landscape will look once the digital delivery solution is in place.

In the first instance, digital change messaging will be applied to the existing print and post documents. There will be several different messages that can be applied at various stages of the migration process:

- ✓ Initially, the messaging will be a line applied to the documents to generate awareness that digital delivery is coming.
- ✓ This will then develop into a more targeted and date specific message to advise as to when the solution will arrive. This messaging will invite your customers to sign up for digital delivery of their documents.

- ✓ Once the solution has been built and implemented, customers will receive a QR code that can be scanned on a mobile device and take your customers directly to the new, branded document management platform.
- ✓ Once the solution has started to gather momentum and more of your customers have signed up to the digital document platform, further messaging to obtain feedback on their experience of the solution will be applied to all documents being delivered.

This will allow all parties to review the solution and make any necessary changes as requested by your customers and ensure the solution continues to deliver a service that benefits all of your customers.

5 Case Studies

Cheshire East Council – Hybrid Mail solution

Cheshire East Council, the third largest unitary authority in the Northwest, were managing communications in-house and utilised an outsourced print supplier. They wanted to consolidate processes to create a more cost effective and efficient way of distributing non-transactional customer communications of their Revenues and Benefits services. To find the right partner they went to tender through the Crown Commercial Service framework.

Our Solution

As an approved supplier of the Crown Commercial framework, Prime Document was able to respond to Cheshire East's tender and detail our Hybrid Mail expertise. In response we documented our Hybrid Mail experience, including a robust implementation plan, competitive pricing, our support structure and approach to internal employee training. The all-round quality of our bid resulted in Cheshire East awarding Prime Document with their Hybrid Mail contract.

The implementation of our Hybrid Mail solution delivered significant benefits to Cheshire East's communication and admin process. No longer did they have to suffer time delays as they were able to manage the processes themselves with tasks such as mail-merges and document distribution handled far more effectively.

Benefits

Using Prime Document's Hybrid Mail solution, the local authority now send more documents and benefit from the set-up of a new Signed For service, all in a more cost-effective way. It also proved highly beneficial during the pandemic. Hybrid Mail created a communication process, accessible from home, without any interruptions. issue ad-hoc mailings in an efficient manner. Overall, Cheshire East saved 15% on postage costs and a 40% uplift in users compared to the previous Hybrid system.



"Following a successful tender exercise Prime Document was the preferred supplier to help Revenues and Benefits services strengthen their resilience by offering Cheshire East an established and reliable Hybrid Mail solution. We have developed a strong working relationship with Prime Document during a difficult period, implementing the contract during COVID and developing bespoke functionality for Cheshire East i.e. Signed For, etc."

Cheshire East Council

StepChange Debt Charity – Print and mail management solution

For over 25 years, StepChange has provided the UK's most comprehensive debt advice service for thousands of UK citizens. The team needed to spend time focusing on their customers rather than on manual tasks and communication processes.

StepChange approached Prime Document to look for a solution to manage their communication processes, which was made even more complex by working with a number of different suppliers to distribute their documents. As a result StepChange went out to tender to rationalise their suppliers and improve their document distribution processes.

Our Solution

Prime Document put forward our print and post solution to consolidate all StepChange's communication and document distribution. With proven expertise in document distribution, the benefits of our solution resonated with StepChange.

The core of our solution was to centralise the main print solution via a secure SFTP connection that was accessible to/from all of the charity's departments. This tool allowed the StepChange team to print, post and distribute 95% of their communications via one single print and post set-up. A previous complicated process was streamlined into an efficient document distribution process that worked effectively for the whole team.

Benefits

By rationalising multiple suppliers and simplifying the process has made document distribution and reconciliation a much smoother task, with the added benefit of only having to work with one supplier. This has freed up valuable time for the StepChange team to spend looking after their clients. It also gave StepChange confidence that their document distribution processes are managed securely with ISO accredited systems in place to ensure quality, mitigate risk and ensure their customer data is in safe hands.



"Very smooth, professional, and focused. As the Senior Procurement Officer for the charity I have a direct link with both new business and existing business within Prime Document and have never had an issue with the communication and efficiency of the colleagues I engage with."

StepChange Debt Charity

Mobilize – Transactional document distribution solution

Mobilize are the financial arm of Renault Alliance Group (brands such as Renault, Dacia and Nissan). They provide financial services including finance products such as warranty agreements, finance deals and deposit incentives.

Challenge

A heavily regulated market, several big brands and a rapidly expanding customer base saw the team at Mobilize struggling to post an enormous quantity of mail daily.

Prior to working with Prime Document, the Mobilize customer service team would print all customer documentation in-house via an internal post room. Documents included statutory notices, welcome letters, arrears letters and end of agreement notifications. The documentation volume was large and continuing to grow which was proving difficult for one full time employee to manage at Mobilize, who realised they needed external support.

Our Solution

Rather than struggling to produce documents for 350,000 customers, the customer services team simply create the necessary documents and transfer them to Prime Document's system ready to be batched overnight. The system automatically sends the batched letters to Prime Document's secure server. We then check the letters, validate the volume before printing and posting them same day.

Benefits

Working with Prime Document has transformed the way Mobilize communicate with their customers and we've become an extension of their business. Regular review meetings and a focused approach to continual improvement means Prime Document are more of a partner than a supplier. The main benefits include:

- ✓ Reduced costs associated print, post and staffing
- ✓ A more reliable process – the team are not dependent on just one person
- ✓ Reduced stationery requirements mean less complexity and lower costs
- ✓ Fully secure process with automated checks mitigating errors
- ✓ A supportive partner able to assist with continuous improvement.
- ✓ A responsive process able to cope with peaks and troughs in demand.

 **MOBILIZE**

"Not only are they able to do the printing and the postal side of things, but to know they can reliably send the post out on time is, for us, a really big win." **Mobilize**

6 Testimonials

Don't just take our word for it, discover what a range of businesses say when working with Prime Document. From discussing the simplicity of our solutions, the business benefits they bring and the ease of our customer service and project management.



"Overall we have found Prime Document to be professional, attentive, helpful and adaptive to our needs. We've found the service to be simple and straightforward. They even took the time to run a training workshop on the Hybrid Mail service for our colleagues to ensure they were all comfortable using it."



"As part of our operations function, we were looking for a reliable and efficient way to manage outbound post without the manual overhead of printing, sorting, and mailing documents in-house."

Since adopting Prime Document's Hybrid Mail and managed postal service, the portal and desktop print drivers, we've significantly streamlined our document handling process and subsequently other related business processes."

The print driver integration makes it simple for our staff to send letters directly from their desktops, and the portal ensures everything we send is fully auditable, with a clear record of documents, dates, and users. The portal itself is simple and straightforward to use, and it's consistently rated highly by our users for its ease of navigation and functionality."

It's reduced our time spent on admin tasks, improved delivery consistency, and allowed us to focus more on our core work"



"Prime Document have been business partners with Ayvens since 2008. They have delivered and continue to maintain their products and services with a commitment to always wanting to fully understand the needs of Ayvens."



"Brilliant service received by Prime Document from start to end of setting up and implementing their Hybrid Mail solution."

Always responsive and offering great value for money savings achieved by preventing any incorrect/incomplete mail being sent out. I would highly recommend!"



"Moving to the Prime Document's Hybrid Mail solution has increased our efficiency in sending communications to members."

It has also reduced the need for internal printers and increased our operational resilience."

Prime Document

Unit 3, Park Seventeen

Moss Lane

Whitefield

Manchester M45 8FJ

0161 766 5544

info@primedoc.co.uk