



INTELLIGENT COMMUNICATIONS FOR THE ENERGY SECTOR

Drive engagement through high performance outsourced customer communications

INTELLIGENT CONNECTED COMMUNICATIONS

We hold a wealth of expertise in the energy sector, with clients ranging from Big Six organisations through to newer independent suppliers.

Sending out over **60 million communications a year** for some of the UK's largest utility companies, we understand the important role they play in effective customer engagement and service innovation.



SMART SOLUTIONS

Our sophisticated range of solutions not only ensures that customer bills are delivered in a timely manner, we also identify anomalies so you don't risk sending outlandish bills.



With Opus Trust Marketing you benefit from low postal rates, making your budget stretch further. You'll receive a dedicated team of energy experts, plus access to a comprehensive range of communication channels and services; enabling you to meet your customers' requirements.



**We send 115 messages
every minute on behalf of
our energy clients – that's
nearly 165,000 every day.**

Our comprehensive range
of integrated services are
designed for optimum
performance, high integrity
and excellent value.

IMPROVE CUSTOMER ENGAGEMENT

We know that in a competitive energy sector, excellent customer experience is everything. Every one of your touch points gives customers an impression of your brand – from your bills to your terms and conditions.

We've invested in the latest technology so you can provide your customers with full channel choice. Our dynamic data solutions mean we can match bill inserts to customer interests, so they only receive information that is relevant for them.



REMAIN COMPLIANT

We know that complying with Ofgem regulations is vital for your organisation.

Our solutions are flexible enough to accommodate change and advanced enough to spot discrepancies, enabling erroneous bills to be intercepted before they are sent.

Data security is vital. We are ISO 27001 certified to manage sensitive information and our security processes are second to none, so you can be confident that your customer data is in safe hands.



MAKE YOUR BUDGET STRETCH FURTHER

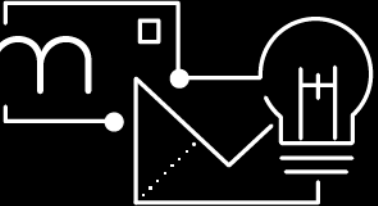
Getting your bills out quickly and accurately makes a huge difference to your cash flow.

Our systems are integrated to ensure priority post is sent first and the whole process is seamlessly linked with digital and SMS communication options, according to customer preference.

Traceability across all channels enables you to validate delivery, supporting cash flow.





≡60m 

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**WE SEND OVER 60 MILLION
COMMUNICATIONS EVERY YEAR ON
BEHALF OF ENERGY COMPANIES**
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A DEDICATED TEAM



You'll receive a dedicated account management team and energy sector specialists to work through new ideas, track performance and answer any queries you may have.

ONDEMAND SERVICE

Not all communications are cyclical. For ad hoc requirements, such as changes to terms and conditions or price change announcements, our **On Demand service** is on hand.

Our **secure, in-house manufacturing facility**, coupled with **up-to-the-minute digital solutions**, means we're quick to react and swift to deliver.

We'll manage the whole project for you, giving you complete peace of mind that you've fulfilled your responsibilities and prioritised customer satisfaction.



PRINT MANAGEMENT EXPERTISE

We know that finding the right supplier to manage your print needs can be challenging and time consuming. From marketing collateral to fulfilment and business critical documents, the options are vast.



The Opus Trust Four Step process means we can Create, Produce, Store and Deliver your collateral, and your single point of contact will oversee the entire journey from concept through to delivery.



INTELLIGENT CONNECTED COMMUNICATIONS

• *Expertly Delivered*[®]

GET IN TOUCH...

To learn more around how Opus Trust Marketing
can support you and your business contact:

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