



D3 Saves Pawtucket Credit Union 10% on their Transactional Document Print and Mail Program

Pawtucket Credit Union (PCU) is a \$1.2 billion dollar organization founded by, and run for, the benefit of its members; providing the best in products, services and rates, as well as keeping pace with advances in technology for improved convenience and security of personal account information. With over 64 thousand members, Pawtucket Credit Union adheres to its commitment to offering 'The smarter way to bank' by assisting their members in achieving a bright financial future.

Pawtucket Credit Union wanted to find a provider who could:

1. Reduce the cost of programming, production and mailing of their transactional documents
2. Deliver enhanced levels of service and quality
3. Accommodate tight deadlines without jeopardizing accuracy
4. Be accessible and responsive to their personnel

the challenge

PCU's statement printing program requires the production and mailing of 80,000 transactional documents per month. After experiencing lapses in communication, and quality concerns with their previous supplier, PCU sought to find a new, reputable transactional document print provider who had a proven track record for delivering accurate, high-quality print products while conducting professional and sincere communications at all levels.

the solution

PCU was referred to D3. After obtaining highly regarded references, PCU entrusted D3 to develop customized programs to accommodate the needs of PCU's print and mail program. This programming called upon D3's experienced data and programming experts who ensured dependability and program accuracy for this data-sensitive program. D3 also employed the efficiency of their in-house print and mail operations to exceed PCU's standards for quality, service and on-time delivery.

the result

D3's customized print and mail programs for PCU resulted in 10% cost reductions, on-time execution, responsive and proactive customer service and an overall improvement in program quality and accuracy.

D3 proved to be the perfect print partner to meet the needs of this progressive and customer focused financial institution.

