

CFH Docmail – providing tailored hybrid mail workflow

Chris Burridge reveals how CFH Docmail has benefitted the UK's largest local government pension scheme

Greater Manchester Pension Fund (GMPF) is the largest Local Government Pension Scheme (LGPS) in the United Kingdom, managing pension communications for over 700 employers across local authorities, schools, and the wider public sector.

In early 2024, GMPF launched a comprehensive selection process to find a print partner that could offer great flexibility, robust security, and a bespoke service. Though digital alternatives are used by GMPF, and even greater digital transformation is currently on the horizon for pension scheme stakeholders, physical mail remains a necessity.

GMPF selected CFH based on our strength in providing core hybrid mail capabilities, with high security standards, and a willingness to adapt to GMPF's unique brief.

Initially, GMPF adopted Docmail. Docmail is CFH's intuitive hybrid mail solution that integrates directly with an organisation's systems through a remote print driver, which is accessible from any number of PCs or laptops. Acting as a virtual printer, the Docmail print driver allows users to send documents securely to CFH's production facilities for printing, enclosing, and dispatch, all without the need to physically handle or process documents on site.

Through its partnership with CFH, GMPF benefits from a tailored mailing solution with streamlined workflows that supports over 100 internal users. CFH's system enables GMPF's teams to proof

and send a range of essential, personalised paper communications efficiently – from P60s to policy scheme booklets.

The process

GMPF were impressed by the initial onboarding process, with CFH and the GMPF project management team working well together to deliver a seamless transition and ensure all service elements were aligned with operational needs.

A Docmail system onboarding programme gave around 100 GMPF team members access, with training designed to be straightforward and easy to follow. The Docmail print driver is now actively used by GMPF teams daily, with each user benefiting from a customised profile tailored to their specific workflow requirements.

Feedback from GMPF's teams has been overwhelmingly positive, particularly regarding the system's user-friendliness. Features such as 'on-the-fly' address repositioning when uploading letters have been small but impactful enhancements, driving further efficiency for the administrative teams.

Regular check-ins have helped ensure ongoing alignment, issue resolution, and planning for future service developments. A recent example of this collaboration in action was the improvement of the annual P60 mailing process, which is a high-volume, time-sensitive operation that CFH supports annually. Whereas in previous years, this task was broken down into 40 to 50 batches, CFH's team

worked alongside GMPF to streamline the approach, resulting in a smoother, more efficient process with zero issues.

"CFH have delivered a solution that's shaped around how we work. The hybrid mail system has simplified how we manage high-volume mailings like P60s, and the support from Chris and the team has been invaluable, ensuring the system evolves with us"

Pension Benefits Section Manager, Greater Manchester Pension Fund

The results

Over a 15-month period, GMPF has successfully sent over 240,000 personalised mailings through CFH, testament to the scale, reliability, and effectiveness of the partnership.

The benefits of CFH's hybrid mail solution for GMPF, including the unique profiler, have been immediate, with further developments on the horizon to streamline processes even further.

The working relationship between GMPF and CFH is one built on trust, adaptability, and expert support. GMPF's Member Services Section Manager reflects positively on the collaboration, confident in the knowledge that support is on hand whenever needed, while the system runs seamlessly in the background.

Written by CFH business development manager, Chris Burridge

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