



Royal Mail

## CELEBRATING A 10 YEAR PARTNERSHIP, DELIVERING MORE THAN £350M OF REVENUE

Our Royal Mail team of 50+ people are based in our Warrington Contact Centre, where we specialise in high performance sales teams.

Royal Mail's vision is to be recognised as the best delivery company in the UK and Europe, and our work at CPM is very simple.... Deliver our sales number and play a crucial part in helping Royal Mail to achieve their vision.

We attract, train and retain business managers, who work in partnership with the Royal Mail team to own and develop territories together and our culture is one of collaboration and partnership. Our team mantra is 'Never lose a sale on your own'.

We don't rest on our laurels....we go again! With a proven track record, a deep rooted commitment to win together, and recently our **European Contact Centre and Customer Services Award 2018 for Best Outsourcing Partnership**, which was richly deserved by our amazing team!



**10  
YEAR**  
partnership

**£350M**  
Revenue  
delivered

**20:1**  
Return in  
17/18

“

*You bring new thinking and give me flexibility of options that help me achieve my business goals. This has been proved beyond doubt through CPM working with our management team, and of course the results which they consistently deliver.*

”

Graham Davis,  
Group Sales Director at Royal Mail

We have delivered more than £350M of additional revenue in our 10 year partnership and the portfolio we now manage for Royal Mail is worth approx. £220M – a responsibility we don't take lightly.

Partnership. It's a word that rings true in everything we do. A mutually beneficial relationship where we win together, face the challenges together, and where we both offer insight and thinking to develop and shape the wider businesses. Last year we delivered a return on investment of 20:1, securing our position as a crucial cog in the Royal Mail machine.

To find out more about our sales solutions, get in touch;

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