

# Centrica Group

HBPG are a long established supplier of Operational Print and Personalised Corporate Stationery Print to the Centrica Group. There are four key elements of the HBPG service offering, these are full Stock Management, Personalised Corporate Stationery, Print on demand and a fully interactive website with on-line ordering and management information facilities.

**Stock Management** - HBPG stock manage a portfolio of 200 items, stock products predominantly consist of NCR books, pads, sets and volume letterheads. All orders are placed via the on-line ordering system, and downloaded directly into our systems for pick, pack and despatch. Within the contract documents are items used by British Gas field engineers. All engineers order via the web based order system and HBPG deliver weekly to each engineer's home address.

**Personalised Corporate Stationery** – this sector consists of 50 items sitting across 5 brands. All Brand and Compliance requirements for these items are controlled

and monitored to the stringent guidelines set by the Centrica Group. HBPG produce on average 250 different personalisation's every month across the full range of items. The client is able to order and proof their own personalisation requirements via the Centrica/HBPG website.

**Print on Demand** – This arena consists of over 1,000 items, as with the stock arena these items predominantly consist of Operational Print products. All requests are ordered by a Central Documentation team via the website and are manufactured in-house with delivery direct to the end user in-line with the pre-determined service levels.

**Fully Interactive Website** - Through the HBPG IT infrastructure the client can place orders for both call-off from stock and the replenishment of stock items, monitor current stock levels and obtain live on line management information.

