



## SUCCESS STORY

# City of Spring Hill

At Flex, we like to save the day. But more than that, we love to build relationships.

The City of Spring Hill, Tennessee came to us in a desperate situation: their billing statement provider had closed a production facility and transferred all their work to another site. This abrupt transition delayed their regularly scheduled work for weeks that eventually turned into months. The city was hoping we could step in and pick up their billing statements for the next 3 cycles to keep both the city and their customers out of the red.

Flex went straight to work. We recreated the city's statement layout, programmed to their data format, and tested with their lock box processor. Their next billing cycle, we were ready to handle production.

Over the next couple months, Flex fulfilled the city's communication and responsiveness needs, which they had been missing from the other provider. We built a relationship, and it was not long before they awarded us the bid to become their regular statement vendor.

*"If you are looking for a company to provide your printing needs, then I wholeheartedly recommend Flex. After the company that provided our printing services closed and transferred our account to another facility that could not meet our needs and did not print our statements, I contacted Flex and within a very short time frame they had created our template and had us ready to print. Flex has taken care of all our printing needs. All the staff are very knowledgeable and so good to work with."*

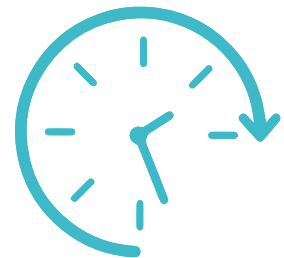
**Donna Younger**

Utility Billing Supervisor

City of Spring Hill, Tennessee



**THOUSANDS**  
OF STATEMENTS  
PER CYCLE



**QUICKLY CREATED  
& PROGRAMMED  
NEW STATEMENTS**



**DEDICATED**  
ACCOUNT MANAGERS