



# Transforming Public Sector Communications

Capita Customer Communications & Digital Services

**Smarter Communication**  
**Better Outcomes**





# Introduction

Public sector organisations are under pressure to deliver efficient, inclusive, and secure communications. Capita's Customer Communications and Digital Services help you modernise operations, reduce costs, and improve citizen engagement - without compromising compliance or accessibility.



## What we do

**Capita provides end-to-end communication and digitisation solutions, including:**

- We ensure consistent messaging across all channels—paper, email, SMS, portals, and more.
- Digital Mailroom & Document Management
- Multi-Channel Communications
- Hybrid Mail & Print Procurement
- Scanning, Digitisation & Data Capture

## Why choose Capita?

- Omni-Channel Capabilities
- ISO27001, ISO9001 & GDPR Compliant
- Scalable & Secure Infrastructure
- Automation & AI-Driven Efficiency
- Proven Public Sector Experience





# Why partner with us?

Capita works as an extension of your team, offering:

- Flexible and scalable service models
- Integrated systems for full visibility with full MI
- Expert support in digital transformation
- Sustainability-focused solutions



## Proven success - Lambeth Council

Capita helped Lambeth Council streamline communications across 150 departments, saving over **50%** in print costs and reducing returned mail by **70%**. AI-powered dashboards and hybrid mail services improved speed, visibility, and citizen satisfaction.



*“The team at Capita are incredibly responsive and approachable, fostering a very close working relationship. Their efforts in helping us cut costs have been immensely helpful and demonstrate their desire to work with us as partners rather than just clients.”*

Arti Mawji, Programme Manager for Digital, Data and Technology, Lambeth Council



*“Capita consistently meets and exceeds all KPIs. Our relationship is positive, proactive, and supportive. I highly recommend Capita to any prospective clients.”*

Parking & Enforcement Supplier Relationship Manager, Lambeth Council







# Our Services



## Multi-Channel Communications

Deliver a seamless, consistent and personalised customer experience by offering communications via your customers' channel of choice.

- Email, SMS, print, portal, e-forms, e-signature
- Personalised, targeted messaging



## Scanning, Digitisation & Data Extraction

We help optimise operations by converting your documents into digital files and storing them in our secure archive for instant access.

- Bulk and on-demand scanning
- Microfilm/microfiche conversion
- Secure web-hosted access and indexing



## Digital Mailroom

From indexing to the storage and retrieval of physical and digital documentation, we help you improve business efficiency and remain compliant.

- Secure storage and retrieval
- Indexing, audit trails, and compliance support



## Hybrid Mail

A quick, cost-effective and sustainable way to print, post and email customer communications from any location, at the touch of a button.

- Print and send communications from any location
- Real-time tracking and audit trail



## Print Procurement

Our one-stop shop for print procurement is helping organisations to streamline printing and campaign operations and reduce costs.

- Brand consistency and cost control
- Specialist formats including braille, audio, and multilingual



**Let's talk about how we can help you achieve smarter communication and better outcomes...**

<https://www.capita.com/expertise/customer-communications-digital-services>