

CASE STUDY: MAILROOM

MULTI BUILDING CORPORATE OFFICE

THE CHALLENGE

As part of an existing review project, we identified that the current way of handling mail caused significant delays in completing other activities internally. The problem was highlighted when the client recognised that it could take up to two weeks from when mail was delivered to when the recipient received the mail. This was caused due to the way mail was handled and moved between different offices along with how the mailroom dealt with incoming documents.

As a result, some mail recipients were missing deadlines when responding to urgent documents as well as receiving penalties for late payments. Our client had also emphasised that there were concerns about suspicious mail being received directly into the buildings.

THE SOLUTION

We decided that to fully understand the root cause of the mailroom issues and reasons behind the delays we needed to separate this from the larger review project. This allowed us not to be influenced by other activities that are linked to the mail delivery process. From this we were able to analyse the challenges and workshop potential new ways of working.

Our solution was to carry out off site sorting of inbound mail and providing real time scanning directly to the mail recipient. This was enabled by utilising technology to ensure there was a full audit trail as well as data security. Enabling the existing on-site mailroom to be removed which eliminated travel between offices to deliver mail. This also minimised the risk of suspicious mail being delivered directly to site.

The benefits included the following components:

- **Introduction of same day delivery of mail** to the correct recipient ensuring documents and key letters are managed effectively and efficiently.
- **All mail managed off site** providing a secure environment designed for handling large volumes of mail, whilst improving mail delivery times.
- **Implementation of technology to manage mail** allows for quick delivery to recipients, reducing the need to transfer between buildings.
- **Recipients alerted when new mail has arrived** for them ensuring they don't miss new mail arriving that could include key documents.
- **A process designed to allow for peaks and troughs** of seasonal mail demands ensuring that the new methods are future proofed.

THE OUTCOMES

The implementation of a new way of working has achieved multiple benefits that have not only improved the process and speed of receiving mail but has also reduced the need for vehicle movements between the buildings:



Carbon footprint reduction through the elimination of vehicle usage to move mail between their prospective company buildings



100% decommissioning of on-site mailrooms allowing the space to be repurposed and utilised for other functions and uses



48% decrease of cost to deliver the service, by utilising an off-site mailroom to manage, sort and electronically distribute mail to recipients



Faster document retrieval allows for recipients to receive mail on the day of delivery, removing the risk of delays



Reduced risk of receiving suspicious mail into client buildings by managing mail receipt off-site at a secure facility



Improved management of confidential documents received through secure shredding and an audit trail for document control

Cosmos Performance are using this model supporting other clients with similar mailroom challenges.

“ The impact of moving to an off site solution has been so much more effective than we expected. Now there is no delays and we don't miss any important letters. Everyone is much happier with this way of sorting mail.”

– Office Manager

To find out how Cosmos Performance can help your organisation, reach out to us at info@cosmosperformanceltd.com or visit www.cosmosperformanceltd.com.