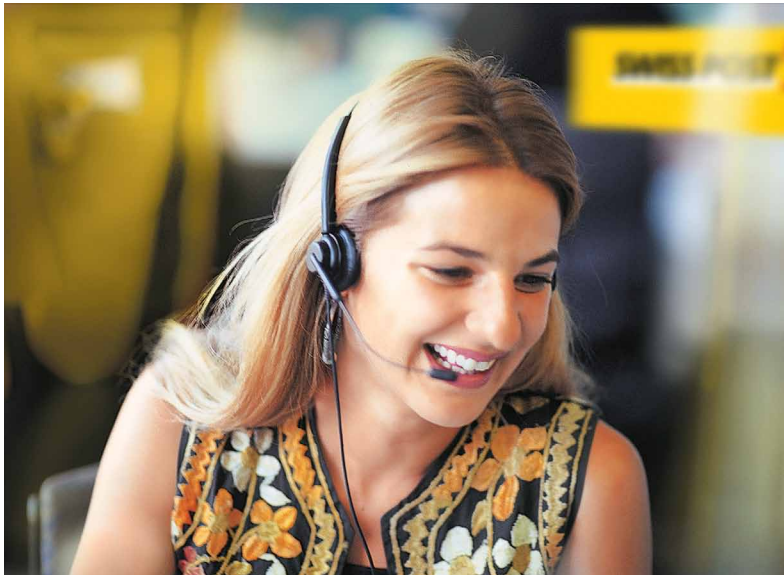


Sky

Industry Sector | Media Client



An efficient infrastructure is the backbone of any large organisation; so when Sky's mailroom operation at its headquarters in Osterley, West London, was due for review in 2001 they took the decision to redesign the service with the help of a specialist provider.

Sky explains: *"We could see that there was an opportunity to improve efficiencies to our mailroom, which serves the nineteen buildings that make up our Osterley campus.*

"First of all, we needed the whole system to be benchmarked against current industry best practice to identify where we stood and how both cost and time savings could be made. "We decided to seek the help of Swiss Post Solutions, asking them to conduct an analysis of how our internal services compared to industry best practice and to identify specific areas of potential operational and financial improvement."

Our unique benchmarking database – the largest in the marketplace - was used to compare Sky's methods and modes of operation with current market best practice. As a result of this exercise Sky awarded Swiss Post Solutions a contract in December 2001 to manage its Osterley mailroom facilities.

Small changes lead to big savings

Initially we took on responsibility for managing the mailroom facilities, which began with a review of the current processes and resulted in service improvements and reduced costs to Sky in the areas of:

- Annual mail postage costs by classifying categories of mail;
- B2B mailing by introducing DX as an alternative supplier to Royal Mail;
- International mail by procuring services from alternative suppliers;
- Junk mail by implementing processes that reduce the volume and cost of management.



SPS

a Swiss Post company

Building on shared success

With these initial improvements in place, Sky and Swiss Post Solutions conducted an audit in 2003 of the courier service model.

Sky continues: *"By conducting a review of existing courier processes and benchmarking current tariffs, Swiss Post Solutions were able to provide a proposal that offered us considerable savings as well as a way of tracking these benefits once implemented. This resulted in savings of no less than 24% in the first year and further savings in the second year."*

In addition, Swiss Post Solutions' iTrak technology means that Sky can track packages from the moment they arrive on site to the time they reach the recipient's desk, increasing the mailroom's control and visibility of package handling. From the recipient's point of view they are now able to keep up-to-date with the progress of their delivery simply through email.

In 2004, Sky's Facilities Management team decided to develop an in-house reprographics service. Following a successful pilot, our organisation assumed ownership and management of this service in 2005.

In 2006, Swiss Post Solutions' partnership with Sky was broadened further, with the outsourcing of the Osterley site's internal Helpdesk to Swiss Post Solutions. This enabled additional support from cross-trained mailroom staff and improved team stability by reducing reliance on costly, short term temps.

A working partnership

Sky concludes: *"We now have a much improved service, which has and is delivering cost and efficiency benefits across our Osterley campus, thanks to the expertise and bespoke, practical solutions provided by our company. "Our service level agreement with Swiss Post Solutions ensures that these benefits will continue to accrue in the future.*

"The positive results of our partnership with Swiss Post Solutions and our belief in their continued commitment to high levels of service at Sky convinced us last year to extend their contract for a further three years."



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