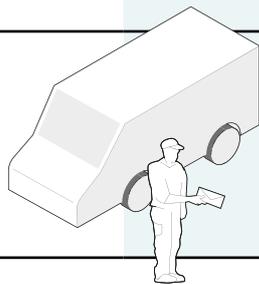


RELIABLE SERVICE ENSURES FAST PACKAGE DELIVERY

Technology company optimizes internal parcel logistics at largest German location with SPS mailroom services



Challenge	Solution	Benefit
<p>1,000 parcels worldwide recorded and delivered on the same day</p>	<p>Takeover of logistical tasks by SPS mailroom service</p>	<p>100% service performance guarantees consistent quality</p>



In the age of digitization the volume of letters is decreasing, but the volume of parcels is constantly increasing. At the largest German location of a leading international technology company, up to 1,000 parcels arrive daily, which have to be delivered as fast as possible throughout the huge area and the various branch offices. Since the SPS mailroom service took over this logistical task in March 2018, same day delivery is guaranteed.

The technology company had experienced a considerable delay in the internal delivery of parcels at its largest German location. In order to ensure reliable service again, the company looked for a new service provider for internal parcel delivery at the beginning of 2018. Several suppliers were shortlisted, but a decision was quickly made in favour of SPS. The outsourcing service provider delivers typical Swiss thoroughness, and references from several customers in the same region confirmed the consistent reliability of the mailroom service team.

The team was prepared just one month after signing the contract. The customer provided several electric cars for the delivery service, and SPS procured further vehicles especially for the trips to the branch offices.

The delivery staff learned the best routes to the various buildings

by driving around the entire site. The team leader was trained to use the technical systems and passed on the necessary skills to the team. Just in time for the planned start, SPS employees were able to deliver incoming parcels to the recipients as fast as possible and take over the dispatch of parcels.

Compliant with service levels from the start

In order to meet the SLAs for delivery from the first day and implement the new system as smoothly as possible, additional staff from the SPS pool initially supported the service team. Now a team of 12 colleagues ensures that delivery of the entire parcel volume within the site and to the branch offices is handled efficiently.

SPS mailroom service's tasks include accepting parcels from various parcel delivery services all over the world. After a preliminary check

of quantity and condition, the parcels are sorted in order to be able to prioritize shipments and recorded systemically.

are left behind or delayed unnecessarily. Thanks to the SPS service pool, the high quality of the service is also guaranteed all year round during holiday periods or in the event of illness.

With SPS, we have gained a partner who reliably covers our high quality requirements for an internal parcel service. This ensures that the parcels arrive at the recipient on time.



– Head of Facility Management

High service quality at a fixed cost

The parcels are then distributed to the delivery vehicles and delivered to the customer's employees. Since the customer works intensively in the international research sector and shipments are often particularly time-critical, the demands on the delivery process in terms of service quality are especially high in this sector.

A framework agreement has been concluded for the dispatch of parcels, with a provider who picks up all parcels at around 2.30 pm. In order to avoid empty runs when picking up parcels from the buildings, a system message is sent to the SPS team when a parcel is ready for collection.

The SPS employees pick it up, affix stickers to it and book the necessary shipping details directly into the system of the parcel service provider.

Whether incoming or outgoing parcels, SPS ensures that no parcels

The parcel service is charged on a flat-rate basis - based on past experience in terms of parcel volume - and ensures transparent fixed costs.

"From the short-term go-live within a few weeks to the constant, consistently high service quality in delivery for around a year, in every respect the cooperation with SPS has proven to be positive for us," says the customer.

About the customer

The customer is a leading international technology and service company with approximately half a million employees worldwide.



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VIDEO

MAILROOM SERVICES

