

TELEGRAPH MEDIA GROUP

MAILROOM INNOVATION HELPS THE TELEGRAPH MEDIA GROUP REDUCE COSTS AND STAY AHEAD OF THE COMPETITION



“TMG will continue to evolve, in order to meet the changing ways in which our audience wishes to receive world news and information. SPS has proven its flexibility and a mutual desire for growth and development which make it uniquely placed to offer our staff a dynamic and highly attractive service.”

– Lorrie Dannecker, Services Director, TMG

The Challenge

For Telegraph Media Group (TMG) a continually evolving media organisation, the timely and efficient delivery of information is pivotal to day to day operations and staying ahead of the competition. When the company’s incumbent provider failed to deliver the promised cost savings and innovation across the life of the contract TMG decided it was time to re-assess their options.

“We had recognised that we could be doing things better and faster, whilst at the same time reducing our costs. Mail and document management may be vital to our business but it is not a core expertise of our business. We were looking for a specialist partner who could benchmark our practices and deliver us a bespoke, innovative and measurable solution that supported our business to a greater extent.

SPS was able to demonstrate how efficiencies could be achieved through the continuous optimisation of the organisations processes and as a result were awarded a five year contract to provide, mail, portorage, courier management and newspaper delivery services to TMG,” said Lorrie Dannecker. The contact has remained with SPS since the initial award.



higher
efficiency and lower costs

telegraphmediagroup

About Telegraph Media Group

Telegraph Media Group (TMG) is one of the biggest print and online publishers in the UK, producing The Daily Telegraph, The Sunday Telegraph and Telegraph.co.uk. The Daily Telegraph has an average readership of more than 1.8 million, and is also Britain’s best-selling quality daily newspaper. Its sister title, The Sunday Telegraph, is read by over 1.6 million people, and Telegraph.co.uk is one of the UK’s fastest growing quality newspaper websites.

Learn more about our solutions:



The Solution

SPS has a team of 6 staff providing a broad range of mail services for TMG including: mail sorting, deliveries, collections and franking for TMG and other tenants who occupy it's building. Newspaper and periodical delivery, internal mail processing, delivery of copier paper and an inter-site delivery service is also provided. SPS has also taken responsibility for managing the delivery of high volumes of reference material delivered to departments daily.



5 figure

savings over the first two years

iTrak SPS' real time auditable track and trace solution is used to manage incoming and outgoing items including packages, stationery and high value courier deliveries eliminating the risk of items going astray.

SPS also provides courier management, co-ordinating domestic and international couriers. This ensures the correct handling and return of high value fashion collections used in the fashion features in the Telegraph and Sunday Telegraph Magazine. By centralising the process and managing shipments directly SPS delivered five figure savings in the first two years of the contract.

The Benefits

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training

and personal
development for staff

The professionalism of the whole SPS team, together with their knowledge and experience of working with other media clients, convinced us from the start that they would be able to deliver tangible benefits to our mailroom and courier function and that they have certainly done. As an ethically responsible company, we were also influence by the company's commitment to and investment in its own staff through training and development." Lorrie Dannecker, Services Director, TMG

- Culture of continuous improvement
- Implementation of innovative technology
- Reduced risk with high value shipments
- New approaches to processes to improve performance
- Cost reduction including five figure savings in a two year period on couriers