




# MAILROOM MANAGEMENT

## Media Sector

Challenge	Solution	Benefit
 <p><b>Increase operational efficiency</b> for Mail and Messenger Service</p>	 <p><b>Multifaceted Plan</b> to address the client's issues</p>	 <p><b>50+ 10%</b></p> <p><b>Cost savings</b> via reduction in headcount and new messenger and mail services partners</p>

### Opportunity and Objectives

The client decided to outsource its co-sourced (in-house and outsourced) Mail and Messenger Services for their global headquarters. Their goals included:

- Increasing operational efficiency and reducing costs
- Introducing technology to facilitate processes
- Enhancing service levels and increasing convenience for company employees
- Giving the management oversight responsibilities to a specialist in these types of operations.

Following an extensive review of vendors, the customer chose SPS as their partner.

### Solution

SPS implemented a plan to address the client's issues:

- After a thorough analysis of the client's mailroom, SPS determined the operation was overstaffed
- The new "blended" team of employees went through rigorous cross-training to help foster teamwork, improve productivity, capture tacit knowledge, and ensure proper functioning of the mailroom

- SPS reviewed and selected new partners for the client's messenger and mail services
- SPS installed a computer-based system to track mail volumes and to increase efficiency and accountability increase the degree of automation but also process reliability.

### Results & Benefits

SPS brought the following benefits to the client:

- Cost savings via 50% reduction in headcount (without decreasing service)
- Internal re-branding of the mail and messenger services, as part of a corporate initiative by the client
- An additional 10+% cost savings via the introduction of new messenger and mail services partners
- Based on the success of the operation in its headquarters office, the client selected SPS to be their partner in Charlotte, NC office. This provided additional standardization and consistent levels of services company-wide.

### About the Client

The client is one of the nation's largest diversified media and information companies.