# MAILROOM OUTSOURCING SERVICES



Mailroom operations are crucial to the smooth functioning of an organization but are going through a period of disruption. Physical mail volumes are falling while digital communications and courier use is rising. There is also a greater need for mailrooms to be flexible and support remote-working practices, as businesses respond to disruption. By outsourcing their mailroom operations, companies can improve performance, increase their resilience and rationalize costs.

**Four key approaches for mailroom outsourcing:**

1. **Reduce costs and increase quality by outsourcing physical mailroom operations** – By opting for a specialist mailroom provider, companies can access the latest technology and process innovation, while benefiting from scale purchasing for postal rates and third-party services. This allows them to improve service levels in their on-site mailroom, while rationalizing costs.

2. **De-risk your operations with an off-site solution** – An off-site mail hub is flexible and can support multiple locations and even home-office workers, giving companies greater flexibility and resilience in the event of disruption. Also, all incoming mail and packages can be carefully screened and x-rayed, taking the risk away from the company's main premises.

3. **Future-proof your business with a digital mailroom** – With a digital mailroom, incoming mail is automatically scanned, classified and digitized. Employees can access their mail and other key documents, 24/7 from any location. Digital communications like email or SMS can be integrated into the solution, creating a flexible, omni-channel approach.

4. **Create synergies by outsourcing related office services** – Mailroom operations are interconnected with a number of other office services, such as reprographics, archiving and document management. By outsourcing these related functions as a bundle rather than as separate tasks, synergies in delivery and management can be realized.

## Why you should partner with SPS

– SPS provides an outsourced mailroom solution that covers inbound and outbound mail, as well as related office services. This includes physical mailrooms (both on-site and off-site), digital mailrooms and related office services.

– We are an undisputed global leader when it comes to mailroom management and operate around 500 sites worldwide.

– We provide best-in-class services at optimal service levels and costs. SPS's scale and specialization mean that we generally have superior buying power, both for postal rates as well as ancillary services and activities.

– Innovation is in our DNA. Our mailroom solutions include tools for package tracking, courier management and web-based records management. We can digitize both inbound and outbound mail processes, creating a fully electronic workflow.

– SPS's mailroom solutions can support multiple office locations and even a home-working environment, allowing companies to maintain business continuity in times of disruption.

## Mailroom outsourcing: Key benefits

 SPS's client base comprises **25%** of the **Fortune 100** and includes almost every major bank and insurance company.

 SPS's scale allows us to access the best postal rates and generate savings on equipment and third-party contracts, which reduces the costs of mailroom operations.

 By digitalizing the mailroom, SPS can help companies prepare for wider digital transformation and innovation

**SPS✚**
*Swiss Post Solutions*