

WHY MAILROOM IS AT THE HEART OF BUSINESS STRATEGY

WHAT DOES THE MAILROOM REPRESENT?



55% of businesses think there will always be physical mail to deal with

The mailroom is the entry point of physical information into your business



Harnessing this information is critical to making informed business decisions and developing your overall strategy



Mail management and processing are crucial to efficient response times, **improving customer satisfaction and overall business success**



On average, it takes **18 minutes** to locate a document. Imagine what else you could do with this time...

WHAT ARE THE CHALLENGES FACED IN MAIL MANAGEMENT?

COMPETITORS

– As physical mail volumes decline, businesses need scalable mail management processes to remain competitive

COMPLIANCE

– Businesses need systems in place to ensure visibility and tracking of mail items
– New compliance regulations such as GDPR and SARs

CUSTOMERS

– **39%** of businesses say mishandled mail has a negative impact on customer service

COST

– Financial burden of process inefficiencies and the space required to maintain mailrooms onsite
– Mailrooms account for **9% of the budget** for Fortune 500 companies

DELIVERING MORE THAN MAIL

WHAT BUSINESSES CAN DO TO TACKLE THESE CHALLENGES

On-site mailroom



Benefits

- Audit of current processes
- Tracking and visibility of mail and courier items and processes
- Access to postal discounts

Digital mailroom



Benefits

- Enables remote, flexible working
- 24/7 access to documents
- Speedier responses back to customer
- Unstructured to structured data

the evolution of information management

40% of businesses think digital mail would improve organizational performance

WHAT THIS MEANS TO YOU

CONNECTING YOU WITH YOUR CUSTOMERS

THE MAILROOM IN ACTION

The mailroom represents the first point at which technology can be introduced to streamline business processes as a key component of business resilience strategy. During the recent crisis, SPS helped clients quickly implement digital mail services to ensure critical information was delivered promptly to employees, ensuring business continuity.



For further information
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