



ONSITE Management Group





Mail, print, courier, and document management services for a midwestern utility company.

Challenges

Transitioning mail, print, courier, and document management services from a long-tenured provider.

Couriers did not have a chain of custody system in place to track transported materials.

Three print centers were in operation producing an average of 7M clicks annually.

Company was utilizing presort mail but was not capturing all available postage discounts.



Solution

Conducted a thorough assessment of current operations to identify improvement and cost reduction opportunities.

Instituted a RightStart transition plan based on facts gleaned from the the assessment to set objectives for a successful implementation of services.

Optimized deployment of capital equipment in print centers and balanced print center loads to improve cost efficiency.

Installed an electronic chain of custody for mail and courier operations.

Results

Services were seamlessly implemented under OMG with zero downtime and no delays in service.

Consolidated three print centers into two and optimized workloads to generate over \$410,000 annually in per-click savings and reduced costs in supply ordering by 8% year to date.

Generated \$37,000 in annual savings in mail operations through presort and other optimizations.

Provided a layer of protection on sensitive documents and samples in transit between facilities.

