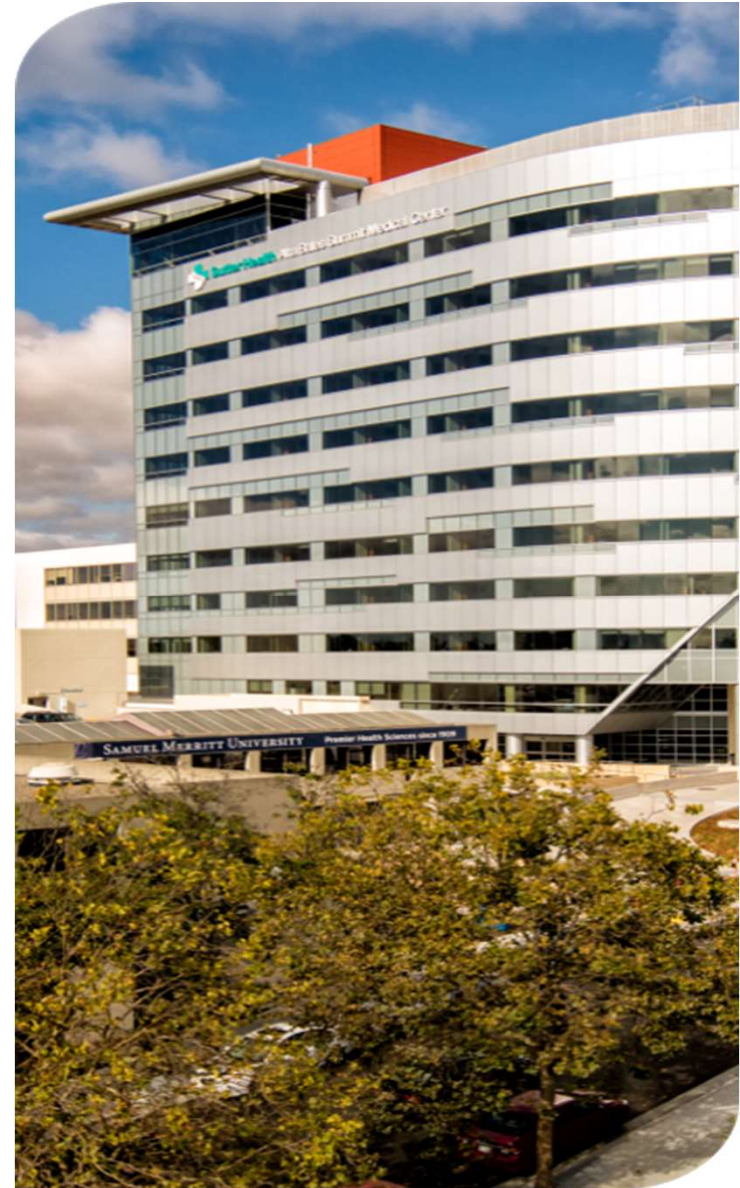




CASE STUDY SERIES

**Driving Savings with
Onsite Solutions in
Mailroom, Print/Copy,
Logistics, and Digital Mail.**





Mail services for healthcare network
with over 200 hospitals and clinics in
the region



Challenges

The system was divided into seven (7) different regions with each processing its mail independently under different policies and procedures

Inconsistent use of available USPS discounts

Multiple concerns over PHI protection during mail sorting and delivery process

Each location within the system was able to procure their own services and equipment without centralized approval. This has led to significant over purchase/lease of unnecessary equipment

Solution

Developed a systemwide mail services solution that serviced all seven (7) regions from two (2) centralized mail hubs

Negotiated presort rates based on total system volume vs. individual sites

Engaged with the equipment vendor to right size equipment for a centralized mail process

Engaged in a robust end user education campaign designed to train staff on proper mail piece creation and mail hub capabilities

Results

Right sized the staffing required to process the inbound and outbound mail. Total staffing prior to implementation was 63 FTEs, after implementation staffing was at 29 FTEs. Affected staff were reallocated to other necessary positions within the system.

Leased six (6) new postage machines and two (2) new folder/inserters. This allowed us to eliminate over 200 pieces of equipment and the associated leases saving over \$539,000 annually

Implemented system wide presort processing saving customer \$1,114,000 in the first year, then additional savings of \$400,000 annually thereafter

Reduced the use of outside print houses for outbound mail utilizing permits without supervision

