

MAILROOM, SHIPPING & LOGISTICS SERVICES

For a Multinational Technology Company

Challenge

After years of status quo by the incumbent service provider, this client was seeking to significantly upgrade service levels and operational performance with a proven, trusted partner.

Solution



SPS recommended a redesigned and innovative approach to the delivery of mail, shipping and logistics services.

Benefit



Resource optimization of people, technology and workflows yielded service level improvements in addition to cost savings back to the client

This multinational technology company was compelled to seek out a new service provider, recognizing the need for operational improvements with a financially stable provider that could provide an innovative approach after years of status quo from the incumbent provider.

Client Challenge

After years with a complacent incumbent provider, the client's existing mailroom processes and technology were not optimized or integrated, resulting in poor service. The staff was underutilized, and hardware needed to be right-sized. Additionally, a questionable decision made by the incumbent undermined the client's confidence in them as it presented a potential business risk. Finally, when this progressive client sought new options to digitize incoming mail, they made the decision to explore a new partnership since the current vendor focused on traditional, physical mail intake and delivery. As the company explored its options, an innovation workshop was held between SPS and the client to help them evaluate their needs today and into the future. This session laid the groundwork for SPS to provide a best-fit solution including mailroom services, shipping and logistics across 12 US states. SPS was selected as the partner of choice after a pursuit that spanned over a year, during which SPS built relationships and trust based on its proven thought leadership and understanding of the client's challenges.

Solution

Based on an in-depth analysis, virtual walk-throughs and workflow information shared, SPS proposed an innovative approach for mailroom services including shipping and logistics as well as intelligent lockers for secure 24/7 package pick-up. This solution yielded an initial staffing reduction of 10% and further included the implementation of a digital mail platform and tools for mail tracking and workflow management.

The SPS team included a highly experienced National Account Director to oversee and transform the recommended work processes in addition to equally talented individuals to manage day-to-day site operations. Additionally, cross-training for all three service lines, digital mail, physical mail, shipping and receiving, allowed SPS to increase team productivity and accommodate for fluctuations in workflows.

Furthermore, SPS set up and deployed a fully integrated technology platform that supported each area of service being provided.

This enabled the ability to obtain key business intelligence, track trends, manage by fact, and better inform decision making. Most importantly, by leveraging this platform, SPS was able to improve process, increase resource utilization efficiency and provide exceptional end user experiences.

SPS was ultimately awarded this deal due to its:

- Thought leadership and understanding of the client's challenges, demonstrated through innovation workshops
- Demonstrated ability to transition large operations, spanning multiple cities using innovative virtual communication tools in parallel with traditional in-person meetings
- Experience and expertise in mail services through certified Six Sigma analysts who identify areas of improvement through the application of best practices

Benefits

Through the collaborative approach, SPS was able to deliver a state of the art and innovative solution needed to elevate service levels and improve the overall operational performance, which was accomplished with the following:

- A seamless transition using SPS' proven implementation methodology
- Implementation of a digital mail platform to enable remote workers and make information more accessible
- Process optimization and workflow management based on best practices in Shipping and Receiving and the use of a best-in-class software tool
- Improved management and staffing structure and cross training of staff to increase team productivity
- Tracking tools to centralize and monitor inventory levels
- Greater visibility into the performance metrics via a dashboard and real-time reporting

- Ability to securely store packages and enablement of 24/7 pick up using intelligent lockers
- Support of the client's Corporate Social Responsibility initiatives regarding sustainability, diversity, inclusion, responsible sourcing, etc

About SPS

SPS is the leading outsourcing provider of innovative services in business processing and data management. Building on our Swiss foundations and global footprint, we are the trusted partner for process optimization and intelligent automation. With transformative end-to-end solutions, we create new possibilities for our clients.

Headquartered in Zurich, Switzerland, SPS operates in more than 20 countries and focuses on clients in banking, insurance, health and legal. SPS has more than 8,000 employees and is recognized with a world-class NPS by its global client base.

Learn more how SPS's people make an impact that matters at www.spsglobal.com.



About The Client

This client is an American multinational technology conglomerate headquartered in San Jose, California, in the center of Silicon Valley. The company develops, manufactures and sells networking hardware, software, telecommunications equipment and other high-technology services and products.