

OFFICE LOGISTICS AND MAIL SERVICES TRANSFORMATION FOR A TOP TECHNOLOGY COMPANY

Operational optimization to support a dynamic hybrid workforce

Challenge



The company sought to address inefficiencies, potential security risks and excess costs associated with mail and package delivery at multiple buildings on its business campus.

Solution



- Consolidation of all mail & packages into a single off-campus Centralized Mail Hub.
- New workplace services providing 24/7 self-serve convenience for employees

Benefit

20%

Cost reduction annually with increased service availability, security, employee safety and efficiency

Following years of explosive growth, a Fortune 100 technology company sought recommendations to address issues related to their internal corporate office mail services. SPS partnered with them to implement a game-changing transformation of their campus operation.

Challenge

During a two-year period of robust hiring, the client's office space grew by 10x with employees in more than 50 buildings in a campus-like environment. Their challenges included:

- Process inefficiencies related to supporting employees in numerous locations
- Potential security risks with uninspected deliveries arriving for high-profile executives
- Infrastructure that did not support future-state mail digitization for hybrid work employees
- Excess costs for labor and mail transport

The company's existing processes, which included inbound mail and package deliveries, were only partially centralized, a model which would provide unsustainable for the future based on growing volumes. In addition, the company's incumbent vendor has grown complacent and was not offering the innovative solutions that the company sought. The company also sought support for mail and reception services in 120+ additional corporate office locations throughout the US and Canada.

Solution

Selected as the company's new partner for its expertise in workplace services, SPS leveraged its ability to be a single-source provider to manage all aspects of the engagement:

- Analysis
- Solution Design: People, technology and facility
- Build
- Implementation
- Continuous Improvement

SPS built upon its core values of Clients First, Delivering Excellence and Innovative Thinking to deliver a transformational solution that included:

- **Centralized Mail Hub (CMH) with CBRNE Security Screening:** A scalable state-of-the-art offsite CMH for the client, which allows for the complete consolidation of all inbound mail and packages into a single location, and provides screening for CBRNE (Chemical, Biological, Radiological, Nuclear and Explosives) threats.

- **Secure Digital Mail:** Provides faster access to business-critical information, which is especially important for employees who work remotely or in a hybrid setting.
- **High-Density Mail Folders and Secure Package Lockers:** Centralized, space-efficient self-serve solution for employees to pick up their incoming mail 24/7.
- **Upgraded Technology:** With the support of the client's IT department, SPS rolled out new technologies to improve service to the clients and chain of custody for all mail, including automatic directory updates to ensure delivery accuracy, internal delivery optimization tools, customizable tracking and customer notification systems, digital tools for outbound shipping, and customized, real-time reporting.
- **Standardized Processes Across All Locations:** Digital access to regularly updated processes, ensuring consistent levels of service across all client locations

Finally, to support both the client's and SPS' commitment to corporate social responsibility, the new CMH space was designed with an eye on increasing sustainability and reducing the carbon footprint. In addition, SPS has worked with the client to transition its courier fleet to electric vehicles.

Benefit

SPS' game-changing, innovative solution was designed with four key benefits to the client:

- Scalable
- Data-driven
- Efficient
- Digital-enabled

Specific benefits to the client and their employees include:

- Improved campus security and safety as all incoming mail and packages undergo CBRNE screening
- Increased convenience through solutions such as Digital Mail, Self-Service Kiosks and Secure Touchless Lockers
- A future-ready comprehensive digital mail solution, which gives end users seamless access to incoming information whether onsite or working remotely.
- Increased operational efficiency with optimized processes for mail intake and distribution that utilize automation and clearly defined procedures.
- Improved courier safety and faster delivery with optimized routes.
- Increased automation and data transparency
- Right-sizing of equipment, resulting in 10% savings

Finally, through these actions and SPS' continuous improvement initiatives, SPS has increased service levels while reducing headcount by 25% and providing an overall cost reduction of 20% annually even while expanding the operation to more than 170 locations.



About The Client

This Fortune 100 technology company provides web-based services including e-commerce, e-tools and digital publishing products. It also manufactures and sells electronic devices.