

Secure Outsourced Business Mail

Project title

Secure Outsourced Business Mail

Project sponsor

Your personalised business case

Prepared for:

Prepared by: Pitney Bowes

Executive Summary

The implementation of an on-demand print and digital delivery service such as Secure Outsourced Business Mail from Pitney Bowes is predicted to provide the following benefits:

- A total annual postage savings of £
- Improved production and staff efficiencies
- More efficient communications and improved cash flow
- Enhanced regulatory adherence via item level tracking and reporting.

Our Business Objectives

Improve customer experience by delivering more precise and effective business-critical communications on time and in the recipient's preferred format.

Reduce the print, distribution, and operational costs of our critical customer communications.

Achieve a "digital by default" outbound mail environment where software provides the automation and improves compliance and cost savings.

Remove the risk of penalties or negative consequences for our business reputation due to incorrect or non-compliant customer communications.

Ensure zero impact on day-to-day operations.

Problem Statement

We currently use a number of software systems for our outbound customer communication, all of which rely heavily on inefficient, manual processes to prepare them correctly for mailing. Time and resources are wasted due to misprints, data entry and other human errors. This time could be better spent working on more valuable tasks for the business.

Solution Statement

The Secure Outsourced Business Mail system from Pitney Bowes appears meets all our functional and operational needs. It provides a flexible solution which will represent a step towards data-led automation and compliance, enhancing our customer communications experience and free up staff time. It is also more cost effective than our current set up.

The Approach

- We will work with Pitney Bowes to ensure all operational specifications are identified and documented in a Statement of Works (SoW)
- The project will be broken down into separate work packages with each one having a targeted completion date
- An internal project team (including IT and Operations) will be created to work alongside the Pitney Bowes Business Analyst and project manager.
- Weekly status reports will be shared

Additional Resources

Personalised training materials will be produced by Pitney Bowes for the project, and after initial roll out, we will identify and train a super user as the 1st line support to handle user queries using a “Train the Trainer” approach.



Business Case

Business benefits

- Outsourcing our mail will allow us to realise cost savings through production efficiencies and the reduction of staff time
- The current process of manual handling needs to change in order to keep up with the increasing legal and compliance requirements
- The Pitney Bowes Secure Outsourced Business Mail solution automates the entire outbound mail process from the moment documents are generated by our back-office systems
- Adopting this system is an important step towards one of our primary objectives - [to create a modern and more digital business environment]

Assumptions and constraints

- Pitney Bowes advise customers they can achieve a return on Investment in an average of 4 months or less.
- Because the work is carried out remotely, the solution requires minimal IT input, all users can access the system as soon as they login to the PC
- If the Statement of Works process is followed, we see no risks to business day-to-day operations and staff will be freed up to concentrate on tasks that generate value for the business

Summary

Proposal

Implementation of the Pitney Bowes Outsourced Mail Solution

Indicative Savings

Benefits

- Improved efficiencies
- Improved customer experience
- Improved compliance
- Improved cost savings
- Reduction in manual errors
- Reduction in data entry errors
- Become a Data Driven Organization

Risks

We cannot find any risk associated with this project provided we work with Pitney Bowes to identify all document production processes in each department and ensure all key requirements are documented in the Statement of Works.

Disadvantages

None can be identified

As identified there are multiple ways the secure outsourced mail solution from Pitney Bowes will support business growth and efficiency and so we would propose our next step is to arrange a further discussion, delving into the areas we would want to adapt for our business.

To arrange a demo, contact Pitney Bowes here:

sales.enquiries@pb.com

To request a call back or speak to a member of Pitney Bowes directly call this number:

0800 748 639