



## Case study: **HCL Plc**

The process of mailing thousands of weekly payslips and other items has got a whole lot faster – and more colourful – for leading staff placement company HCL.

HCL Plc supply a range of temporary and permanent staff to public and private healthcare providers – from doctors, nurses and radiographers to secretaries and social workers.

It's a big business with a big mailing operation which includes sending out over 2,500 payslips to staff every week.

Most of the mail is handled by HCL's head office, updating their equipment has literally transformed efficiency.

Central to this transformation are a Pitney Bowes Connect+ 3500 colour digital franking machine and two Pitney Bowes DI600 Fastpac® folding and inserting systems. Together they provide a powerful solution to what was previously a time consuming chore.

Employee Relations Advisor Jacqui Furlong is responsible for HCL's mailing operations. Says Jacqui: "We handle a vast amount of mail and the old equipment was struggling with the volumes. So we spoke to our Pitney Bowes Account Manager Andrew Grajcarek who reviewed our requirements and suggested the most suitable equipment for our needs."

Once the new equipment had been installed the difference was felt immediately. The two DI600 Fastpac® folding/ inserters fold the payslips, collate them with any other items, insert them into envelopes and seal the envelopes ready for franking.

The prepared envelopes are then processed on the new Connect + 3500 digital franking machine, which not only franks the envelope but also prints HCL's branding and a message, if required, in full high resolution colour.

*"The new machines are so much faster. It makes a real difference and the staff in the post room can get on with more productive jobs."*

The Connect+ not only improves the appearance of every envelope, it is also one of the fastest franking machines on the market, capable of producing up to 18,000 envelopes an hour.

Says Jacqui: "The new machines are so much faster. It makes a real difference and the staff in the post room can get on with more productive jobs. The equipment is also easier to use, with simple screen based instructions."

And how easy was the transition from old to new? "It was excellent," says Jacqui. "Andrew kept us informed at each step and our engineer Tony was very good. Once the equipment was installed he trained staff on how to use it and even left us his mobile number in case of problems. He couldn't have been more helpful."



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