

PITNEY BOWES  
MAILWORKS™  
SOLUTIONS

# MAIL CENTER MANAGEMENT

## HOW EFFICIENT IS YOUR MAIL PROCESSING OPERATION?

Many companies today are looking to increase efficiencies and optimize business process to improve service and cut costs. One area they may not be looking at is the entry point for many business processes: the mail center.



Pitney Bowes MailWorks™ Solutions for Mail Center Management can transform your mail center into a world-class operation that becomes a key workflow integration point for a variety of business processes. It improves service levels while reducing your overall investment. This smart, redesigned mail center is the result of Pitney Bowes's deep understanding of mail processes and the critical role they can play in improving an organization's core operations.

Today, we are changing the way companies do business by implementing operational best practices in scores of corporations and governments across the globe. As a result:

- > The costs of mail operations are reduced.
- > The service levels provided by mail centers are enhanced.
- > Turnaround of core business processes are improved.

### PITNEY BOWES MAILWORKS™ SOLUTIONS FOR MAIL CENTER MANAGEMENT ARE COMPOSED OF THE FOLLOWING ELEMENTS:

- > SIX SIGMA BLACK BELT MAIL CONSULTANTS who study your work flows to determine how your mail and carrier operations can be optimized to meet the needs of your core business processes efficiently and effectively.
- > REDESIGN OF EXISTING MAIL AND CARRIER INFRASTRUCTURE, processes and management using a hub and spoke process model that better meets the needs of the enterprise, while lowering the cost of operations.
- > TRANSITION EXISTING TECHNOLOGY AND EQUIPMENT to enable and support the redesigned mail and carrier operational requirements for speed, efficiency and enterprise-wide visibility.
- > PUT IN PLACE A MECHANISM FOR CONTINUOUS PROCESS IMPROVEMENTS that will ensure operational compliance with rigorous service level mandates.

# AUTO MANUFACTURER GOES HIGH TECH FOR HIGHER EFFICIENCIES



An international auto manufacturer knew it need to tune up its mail operations. There were inefficiencies across their 140 facilities in the U.S. and their expanding global network. They wanted to lower infrastructure costs and implement common practices across the organization. And they needed the latest technology to improve automation and enhance their customer communications. The manufacturer was looking for a single source provider with a global presence to manage and implement a comprehensive program for mail and support service globally. They put Pitney Bowes in the driver's seat

Pitney Bowes was named the exclusive technology and services partner to provide mail center operations innovations and improvements. By reviewing their mail operations and restructuring their facilities management, Pitney Bowes met the changing needs of the customer's service population. An internal web portal was created to centralize critical postal, carrier and facilities-related information for the U.S. and Italy. Digital meter technology combined with portal-based management reports enabled centralized views of spending across the organization. Presort and Six Sigma process improvements lowered costs and improved efficiencies.

The results have been impressive. There was a first year cost reduction of 27% and continuous savings year to year. Plus, with Pitney Bowes MailWorks™ Solutions for Mail Center Management, this global auto manufacturer can adhere to governmental regulations and secure mail practices while being able to react to new mail requirements at top speed.