

Bank of Agriculture & Commerce (BAC)

Pitney Bowes DI950 FastPac™ Inserting System enabled greater reliability, improved customer service and cost savings.

California bank reduces costs, dramatically improves productivity and reliability in the mailroom.

CASE STUDY



SUMMARY

The Bank of Agriculture & Commerce (BAC) is an independently-owned commercial institution that has been providing comprehensive financial and banking services to area businesses, professionals and individuals since 1965. Headquartered in Stockton, California, the bank offers a variety of deposit accounts and loan products as well as business-related services custom-tailored to fit each customer's specific needs. BAC operates 11 branches in three neighboring counties and has 140 employees.

The Challenge

For almost five years, BAC's operations manager Susan Machado had been working around a troublesome folder/inserter machine that required constant repair in the bank's mailroom. But when the aging machine began stuffing multiple customer statements into single envelopes, it had gone too far.

"That was the last straw," recalls Machado, also an assistant vice president in the bank's Office Services Department, where she oversees the preparation of more than 12,000 customer statements every month. "When something like that happens,

compliance officers get involved, letters of apology need to be sent out – not to mention how it reflects on the bank. That old machine had to go, or we could risk hurting the positive relationships we had with our customers."

The Solution

Ironically, a Pitney Bowes representative happened to be visiting the bank about the time the machine broke down again, forcing staffers to stuff statements into envelopes by hand. Adding insult to injury, Machado had also just received an increase on the machine's already expensive annual maintenance contract. "The Pitney Bowes rep promised us better, more reliable equipment that would save us money," Machado recalls. "Exactly what we needed."

After Machado made a proposal to management with Pitney Bowes help, the bank agreed to purchase a high-capacity Pitney Bowes DI950 FastPac™ Inserting solution. "It not only delivered on Pitney Bowes promise," she says, "it changed the way we do business."

Challenge

A commercial bank in California needed a more reliable, cost-efficient machine to do the folding and inserting of monthly customer bank statements, among other mailstream tasks.

Solution

Pitney Bowes implemented its high-capacity DI950 FastPac™ Inserting System. The machine helped the bank realize a 50% labor savings in preparing 12,000 monthly customer statements, lowered its annual maintenance contract cost by 20% while adding new capabilities benefiting multiple departments, and potentially save hundreds of dollars a year by bringing previously outsourced work in-house.

'Reliability is a beautiful thing'

Up and running in January 2012, the DI950 has helped Machado to regain her confidence that monthly statements will go out on time, every month, one to a customer. No more breakdowns, no more embarrassing mishaps, no more manual folding and stuffing envelopes at the last minute. "Reliability is a beautiful thing," she says.

"When the old machine functioned properly, it would take six hours to fold and stuff 12,000 customer statements. With the DI950, it requires only three hours for a single staffer to handle the process — a 50% savings in labor. Meanwhile, the maintenance contract is 20% less, while capabilities have increased dramatically," she says.

Customization

Pitney Bowes customized the DI950 to fit the bank's mailroom operation, which also folds and inserts customer notices such as loan notices, loan payments and stop payments, plus internal mail. The DI950 is also set up to handle document design and printing right through mailing for one-stop mail piece generation. Additionally, the icon-driven solution is user friendly and highly productive, capable of processing up to 4,300 pieces per hour or 120,000 pieces per month.

"We love the equipment, but we needed good support to back it up too — and the Pitney Bowes team is just awesome," Machado says. "We requested that their technical staff be on hand for our first processing cycle. They had staff onsite

"The Pitney Bowes DI950 has completely changed the way we do business in terms of its reliability, productivity and capability to perform many different jobs that we use to outsource. It's a huge cost saver for us."

Susan Machado, Assistant Vice President/Operations Manager for the Office Services Department, Bank of Agriculture & Commerce

early and stayed with us all day long. They're very proactive. Just a great company to work with."

RESULT

The DI950 serves multiple departments, not just the mailroom. The marketing department, for example, uses it to fold brochures and internal documents without putting them into a folder. They also are able to fold and insert invitations to special events into large envelopes, something the old machine wasn't capable of doing. In both cases, the marketing department may be saving "hundreds of dollars a year" by not having to use outside vendors.

"Every month, we're finding new ways to use the DI950 and to save money and time," Machado says. "We're still tracking the numbers, but so far, the savings and productivity gains have been significant—and we've just scratched the surface."

The Pitney Bowes advantage

Bank of Agriculture & Commerce was able to implement a reliable, versatile Pitney Bowes solution that allowed multiple departments to realize a significant cost savings.

Every connection is a new opportunity™

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