

working in partnership



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Postal Goods and Services

Case studies RM1063

Everything you need to know to tick all the boxes



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“ London boroughs have had a very positive experience working with the CCS Postal team. They have been very helpful in assisting boroughs to put together their requirements for a collaborative procurement from the CCS postal framework. Working closely in partnership with CCS has enabled boroughs to achieve significant savings of over £1m per annum across London in what is often a forgotten area of expenditure.”

Terry Brewer

Divisional Director Commercial, Contracts and Procurement
London Borough of Harrow



Public sector organisations require a consistent, best value, EU compliant route to the market for the provision of postal services. Crown Commercial Service (CCS), YPO and ESPO have worked in collaboration to put a new framework agreement in place.

We have identified new technological advances offered by the market to meet the needs of the public sector and are delivering clear and transparent costs to help you achieve savings. The new agreement also captures new areas of requirement not previously captured under existing CCS agreements: International Mail, Franking machines and mailroom equipment and Digital Inbound Mail Solution.

The case studies included in this brochure give examples of what can be achieved by Customers using RM1063 Postal Goods and Services Framework Agreement and saving a significant amount of money compared to their old arrangement.

Already, by accessing the RM1063 agreement one Contracting Authority from the Health Sector has made significant savings in the region of £500,000 in one fiscal year and this equates to funding an additional nine Band 5 Nurses.

1

NHS Trusts



Increasing correspondence efficiency

Integrated Hybrid Mail

The NHS Trust provides a wide range of emergency, inpatient services, outpatient services, diagnostic care and maternity services. They have 5000 staff operating from 4 locations and over 675,000 contacts with their patients every year, providing services to over 2 million local people.

Projected Hybrid Mail documents = 60,000 per month

- Appointment letters
- Referral letters
- GP correspondence
- HR and staff communication
- All other ad-hoc patient communication

Process before hybrid mail

- Letters were created using the Trust PAS program, Patient Administration System, and printed locally by the contact centre. Correspondence was also generated via Medical Secretaries on behalf of consultants etc
- All of this correspondence was printed locally and inserted by hand
- A central mail room collated the daily volume and then released to Royal Mail on standard franking rates

Key Requirements

- Patient Confidentiality – There was a key requirement due to the level of patient data being transported via the cloud. By utilising the NHS N3 system in-line with the Integrated Hybrid Mail (IHM) encryption capabilities we were able to deliver a level of security that actually exceeded the NHS Connecting For Health requirements

- Ability to control the release of letters through appointment date – By using OPT codes that are read by the IHM system, we are able to pick out the appointment date and then apply rules how that letter is released and on what postal service. i.e. if the appointment date is within 7-10 days the postal service is upgraded to 1st Class, if the appointment date is within 7 days the letter is returned to the local user for printing locally
- User Control – With the advanced user management available through IHM, the Trust's managers are able to monitor and release letters submitted through their teams to ensure accuracy of postal addresses etc.

Commercials

- Saving to NHS Trust = 36.25%

To learn more about us and how our services can help your business, call Phil Budd, Business Development Director

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Providing value and innovation in print and mailing



Bulk Printing and Integrated Hybrid Mail

Banner Managed Communication won a competitive tender from Wandsworth Borough Council for the provision of printing, mailing and enclosing services.

They required best-in-class printing solutions that reduced cost without compromising the quality of outputs. Banner Managed Communication were selected to deliver these services to Wandsworth as we have already been working with them for a period of time and have a proven ability to deliver on time and within budget, without any reduction in quality or service levels.

Annual volumes:

- Council Tax and Benefits documentation – 750,000
- Business Rates and Service Charges booklets – 250,000
- Parking Permits – 650,000 resident parking permits, Wimbledon Tennis permits, scratch cards and enforcement and statutory documentation (including printed photographs)
- Electoral Services documentation – 350,000 annual canvass voter registration forms, including reminders and envelopes
- Debtors documentation – 140,000 Leaseholder and General Debt invoices, payment forms and direct debit notification letters

Each activity is completed within agreed time schedules, reporting protocols and within specified material and performance standards.

Solution

Guildford site focuses on high speed, high quality transactional, direct mail and digital printing. We have invested over £2m in an ambitious expansion programme to ensure that we have a state of the art production facility, capable of delivering our client's requirements now and in the future. The investment included the highest specification digital presses, IT resources and finishing equipment offering clients the highest level of personalisation.

Wandsworth Borough Council are able to take full advantage of BMC's in-house expertise and experience as we have a dedicated account management team available to them 24 hours a day, 7 days a week at no additional cost.

Hybrid Mail Provision

The Finance department at Wandsworth Borough Council is the main user of our Hybrid Mail solution and despatched approximately 2,500 packs each month during the pilot phase in 2014, with a current average monthly volume of 10,000. There are plans for further increased usage across other departments in years to come.

Previously, the finance department was producing the letters in situ, which were then collected and despatched via the central postroom. With the BMC solution, we have delivered significant process efficiencies, resulting in reduced turnaround and delivery times for the council's residents. Using a highly automated process, we print and mail each day on behalf of the council and report monthly on daily volumes as part of the invoicing process.

The BMC hybrid mail solution can be flexible to each client's needs and we work across a number of sectors to deliver a range of services including:

- Printer driver on client machine
- E-Stationery and Insert options
- Everything else is in 'the cloud'
- Document is transmitted, processed and consolidated
- Printing and enclosing outsourced at BMC Guildford
- Web access to all mail sent
- Archive copy of as received document
- Tracking and Management information

Results

- Reduced print, mailing and postage costs by using centralised print and mail environments
- Eliminate the use of high cost office printers
- Access to postage savings through DSA agreements
- Improved staff efficiency, no need to collect print, stuff envelopes and prepare post
- Consolidate all of your outgoing post and bring it under central management control
- Eliminate Franking - no need for expensive machine leases and consumable costs
- Control of user options reduces wastage and limits misuse of expensive print resources
- Archive documents in existing CRM, enterprise archives or let us host it securely for you
- Helps meet compliance and regulatory requirements
- Improved Document Integrity – reduce enclosing errors and compliance issues
- Hosted solution – no need for capital investment and on - going IT infrastructure support costs
- Supports environmental policies

To learn more how our services and technologies can help your business call Phil Budd

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Transforming local authority communications to deliver a streamlined customer experience

The Requirement

In April 2014, Capita document & information services (CDIS) was asked to take on the key customer communication requirements for ten Local Authorities. The project involved managing the print, production and postage of over 3.4 million key mailings to customers throughout England.

The implementation team was challenged to achieve the 'go live' date with a fully tested and operational service within six months. This highly complex project involved reviewing more than 258 document types across 112 development briefs and evolving new, innovative and streamlined processes to optimise customer communications, increase efficiencies and reduce costs. Due to a committed team and highly effective project management, the project successfully went 'live' on the 2nd October 2014.

Optimising and future proofing public sector communications

Capita Local Government (CLG) wanted to upgrade the services it offered to its Local Authority customers, to deliver additional security, speed and agility. The work involved the print, production and mailing of vital public documents including; council tax, benefit and business rate notifications.

Each council had its own way of working and produced its own bespoke letters and documents which meant the Capita team had to review and specify the brief for more than 258 individual items before they could be loaded into the digital data facility at their new white paper facility in Mansfield.

Innovative technologies put the customer in 'real time' control

The new Mansfield printing facility has enabled Capita to transform the way secure mailings are executed. How? By storing all artwork and data digitally and printing everything directly onto reels of white paper, removing the need for expensive and bulky pre-printed stock. All items are printed, inserted, sealed and posted on site so there is no possible breach of security.

Capita's highly advanced technologies put the customer in total control of all mailing activity. For instance, Capita customers have access to a data tool that lets them view all mailings in 'real time', enabling them to 'Quarantine' any documents that are under review or require further investigation. What's more, Capita's innovative 'merge-

logic' process enables separate mailings to be merged if they are going to the same name or address, saving time, money and inconvenience for the organisation and recipient alike. Customers can also take advantage of Capita's significant Royal Mail discounts for all their mailings, (large and small), enabling hard pressed Local Authorities to truly achieve more, with less.

Key benefits

- Full end-to-end process management of the entire customer communication cycle
- Accurate, secure and cost effective communications
- Increased efficiency, agility and speed of response to keep customer updated with changes or news
- Innovative 'Quarantine and Release' digital data tool to manage mailings in real time
- Reduced postage costs due to advantageous and significant Royal Mail discounts
- All artwork held as a digital asset so can be changed quickly and cost effectively
- White paper facility so less wastage and lower costs as no stock 'overs' need to be held
- Quality assurance and operational standards to meet the highest demands

Find out more

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Generating cost savings and improving customer communications

The Requirement

Capita Local Government Services (LGS) partners with a number of local authorities in the UK and manages Revenues and Benefits services for 13 of them. One of these is Southampton City Council. On their behalf LGS oversees 100,000 council tax accounts, 6,400 business rate accounts and 25,500 benefit claimants.

With around 60,000 customer communications being sent out per annum, each one of them requiring manual configuration, printing, fulfilling and posting, LGS partnered with Capita document & information services (CDIS) to find ways to beat down costs whilst boosting productivity. Revenue Assistants are tasked with processing council tax payments. But it was clear to CDIS that staff were prevented from focusing on their core work.

Assistants had to spend unnecessary hours:

- making frequent trips to the printer
- waiting for print jobs to appear, sorting theirs from their colleagues', reprinting when documents were lost or incorrect
- folding letters, inserting them into envelopes and then preparing them for the post

Manual processes meant valuable staff time and resources were being wasted, and customer satisfaction was at risk. In addition it was impossible for LGS to accurately track print jobs and understand the costs associated with them.

The solution

CDIS partnered with LGS to devise an innovative hybrid mail solution that has transformed the way Revenues and Benefits customer communications are handled on behalf of Southampton City Council.

Whilst the Revenues department continues to create letters and documentation on-site, all correspondence from their Electronic Document Management System is now sent electronically to a secure, centralised Capita production facility. From there it is printed, fulfilled and mailed quickly, more efficiently and more cost-effectively.

The result is that on behalf of the council, LGS is delivering a faster, more efficient service to the council's customers, driving customer satisfaction, staff productivity and significant savings in the process.

Following the success of this partnership, LGS is rolling the solution out across 12 additional local authority partnerships across the country.

The benefits

This partnership is delivering a range of benefits to Southampton City Council including:

- **Better use of resources**

Revenue Assistants are free to focus on their core work, allowing them to help the council's customers more quickly and accurately. This in turn has boosted customer satisfaction as well as benefited staff by taking away the bulk of their administrative burden.

- **Cost savings**

Because staff are free to do their jobs, there is no longer a requirement for temporary staff in the department – a factor which on its own is saving £6,000 per annum. The hybrid mail solution has also significantly reduced the amount spent on paper, printing and postage.

- **Accurate reporting**

For the first time, LGS can track the exact cost of every print job, allowing them greater clarity and control over the entire process.

Speed, accuracy, efficiency Critiqom helps to transform citizen communications at Fife Council

The requirement

Fife Council depends on timely delivery of revenues and benefits communications, across 172,000 households, to ensure citizens' well-being and to collect revenues on time.

The Council's in-house print and despatch unit, while reliable, could no longer provide the required processing speed and flexibility.

The solution

- Merging documents intended for the same household.
- Enhancing document design, layout and clarity.
- Integration with final mile delivery services using Primepost day-definite service.

The results

- 50% reduction in the time taken to print and despatch bills.
- Savings in the region of £20k-£30k per year thanks to bill and benefit matching.

Gateshead Council cuts costs and drives efficiency through print and post sophistication

The requirement

Gateshead Council recognised a need to reduce its postage cost and make its print and mail operation more competitive.

The solution

Working with Critiqom Gateshead's print and despatch process was analysed and a number of areas were identified that offered scope for improvement. Auto merging bills and letters to reduce number of separate communications sent to each household.

Critiqom also used their postal optimisation solution Primepost to achieve postal discounts by pre-sorting letters to match Royal Mail's delivery routes.

The results

More than 23,700 benefit notification letters successfully merged with associated council tax bills.

Cost of annual billing run reduced by 27%.

Receiving related documents at the same time has resulted in citizens gaining a more immediate understanding of what's being sent to them and why and this, in turn has led to the Council receiving payments quicker.

Outsourced digital mailroom makes significant savings for the Rural Payments Agency

The Requirement

The Rural Payments Agency was looking to appoint a partner for a project to record the movement of cattle, including births and deaths. The project had historically been managed in-house and two of the biggest challenges they faced were the volume of information and the required turnaround timescales.

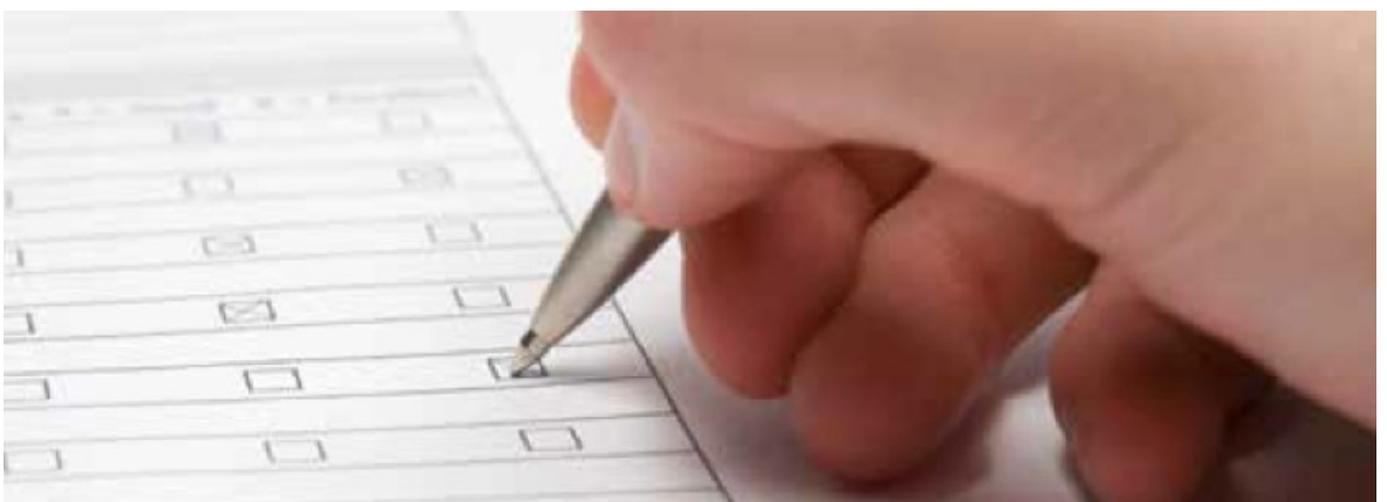
The Solution

DDC Outsourcing Solutions, in conjunction with their strategic partner Adare, was appointed as the preferred partner for mailroom services for the Rural Payments Agency for this project.

DDC Outsourcing Solutions provide an onshore digital mailroom solution, which means all inbound post for this project is directed to our 23,000 sq ft state-of-the-art facility in Nottinghamshire. Once the mail is opened and sorted, it is processed through our data capture systems. A robust tracking system was developed as a mechanism to provide 'real time' management reporting and assist with operator efficiencies.

The workflow consists of many stages; Receipt of documents followed by document sorting & validating. If the required information hasn't been sent, then there is a set of follow-up procedures. Once all the correct information is gathered, there is the process of scanning hard copy documents using OCR / ICR technology and data capture onshore; the data file is output directly into our client systems. Once processed and information captured, documents can be securely destroyed, returned or sent on.

There was also a high-level security requirement for this project. All staff needed to be vetted for security, and the requirements for ISO27001 and ISO9001 needed to be met.



The results

- Significant cost savings made against initial outsourcing of operations.
- Removed the pain of up-scaling and downsizing for peak and off-peak times.
- Improved turnaround times and improved quality levels compared to in-house processing.
- Met and succeeded service level agreements.
- Over-delivering in technical trials.

The key requirements for this project were to handle high volumes of data, with a fast turnaround and to ensure that quality was not compromised, and DDC Outsourcing Solutions have met and in many cases exceeded the expectations of the Rural Payments Agency.



Helping the Hub to manage its life-saving programme

The Requirement

Based at Queen Elizabeth Hospital in Gateshead, the North East hub for the NHS Bowel Cancer Screening Programme (BCSP) was established in 2007. One of only five BCSP HUBS across England, this facility manages bowel cancer screening services for a population of roughly eight million people across the North East of England.

Hub Manager Ian Ward realised that efficiently managing the flow of outgoing mail would be the key to the Hub's success, *"The biggest challenge for the Hub was not conducting the tests, but rather managing the logistics of a call and recall process which would involve sending out immense numbers of letters and testing kits. In total, we send out approximately 10,000 letters a day hand packing such large volumes of mail was never an option for us."*



The Solution

Ian continued, *"The hospital's breast screening unit already used Neopost equipment, and on their recommendation we contacted Neopost to see what solutions they could provide to help us manage the flow of outgoing mail."* Neopost offered the opportunity to see a field demonstration of an SI-92 in action. The client was immediately impressed both with the machine's capabilities and with the positive feedback. They decided to go ahead and make the purchase.

Neopost's SI-92 folder inserter system is designed to meet the high-end demands of mailers with a wide variety of applications. Able to process jobs with anywhere between one and fifty pages, the SI-92 delivers fast and precise performance, processing up to 4,300 standard letters per hour or up to 120,000 pieces per month. With Neopost's intuitive

Mix-N-Go technology, an operator can even switch between two different envelopes in the same job.



The results

Because of the specialist nature of the BCSP's testing kits, the SI-92 did require some modifications before it was ready to be used at the Hub, "Neopost have been really proactive in tailoring our solutions to these requirements along the way," said Ian and they were so happy with our response that they soon added a second SI-92, and two Neopost DS-86 folder inserters.

The customer also required a solution that could automatically match all test kits and documents. Neopost suggested their DS-1200 solution – it provides sophisticated integrity checking software, and its ability to read OMR, BCR, 2D, and OCR coding ensures 100% accurate mail processing. Handling a wide variety of inserts the DS-1200 can process jobs at a speed of up to 12,000 envelopes/26,000 sheets per hour. A large PC controlled touch screen monitor ensures ease of use and accurate mail processing with document integrity.

"Once again we had a problem with packing the cardboard applicators, so we visited Neopost's engineer and support team in Romford. They quickly came up with an ideal solution."

"In addition to the DS-1200, Neopost also removed our old equipment, supplied us with an address printer for printing test kits with the necessary 2D barcodes and a Neopost DS-140, which can handle any overflow work and provides relief for servicing and downtime of the DS-1200. The logistics of installing such an intricate solution in a limited space, whilst maintaining our service to the public, was technically challenging, and a high level of support was needed to configure the equipment. It took time, but Neopost's engineers worked diligently to complete the work to our satisfaction."

Since the installation was completed, Ian has been very happy with the results and the ongoing support from Neopost. *"Reliability and quality of output is excellent, as is the response rate, training and onsite support provided by Neopost's staff. With the new Neopost solution we have been able to radically improve efficiency by reducing the man hours spent on the postal process whilst simultaneously reducing errors."*

By introducing the solution from Neopost, marked benefits have been received by the organisation. By increasing the levels of automation, greater productivity has been achieved, with no additional investment in operator resource. This has made the operation far more efficient. An increase in productivity also means that we able to increase the reach of the testing kits and hence play a part in helping to protect the nation's health.



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9

The Driver & Vehicle Licensing Agency



The IM-75 sets new standards for the Driver and Vehicle Licensing Agency

The Requirement

The Driver & Vehicle Licensing Agency (DVLA) is an executive agency of the Department for Transport. DVLA is based in Swansea and employs around 5,000 people.

DVLA maintains registers of vehicles and drivers in Great Britain, using this information to improve road safety; reduce vehicle related crime; support environmental initiatives and limit vehicle tax evasion.

DVLA receives large volumes of inbound mail - around 100,000 items each day. As well as sheer quantity, the variety of physical mail formats can make internal processing costly, time consuming and resource intensive. When seeking to identify an appropriate solution a number of factors had to be considered:

- Firstly, any solution had to be flexible enough to deal with the variety of inbound envelopes.
- The ability to manage complex applications, such as V5 disposal slips and driver photo cards.
- A final but important requirement was that, as an inclusive employer, DVLA needed to provide an ergonomic solution that would accommodate a variety of operator needs.



The Solution

Each day DVLA receives three deliveries of inbound mail. Items need to be X-ray screened before sorting into categories of up to 50 different types.

Following screening, items are then opened, and passed to be scanned and keyed from image or manually input. 70-80% of all V5c's are scanned and keyed from image.

Furthermore, a large proportion of the mail received by DVLA includes valuable documents such as photo card driving licenses; ID cards; passports; birth, death and marriage certificates as well as vehicle registration documents. The requirement to deal with these documents in an appropriate manner was paramount. With this in mind DVLA needed a solution capable of easily processing large volumes of mail comprising of a variety of different size envelopes.

The solution also needed to encompass a tight maximum damage tolerance of no more than five documents per machine within a minimum 16-hour working day. There was also an additional zero tolerance for total loss of documents (i.e. missed by the operator and not detected by the system).

As part of the procurement process, Neopost provided a full audit of the existing inbound process. The result of this consultation provided the necessary data and process understanding in order to recommend the most appropriate solution.

Following the consultation Neopost made a recommendation proposal to DVLA, suggesting that 10 IM-75 incoming mail-processing systems would be the most appropriate solution. As part of the procurement, DVLA conducted a mini-competition utilising a formal government Framework Agreement. Neopost proved to be the best provider, following the results of the procurement process.

The results

Since the implementation of the new solution, installed within the customer's' challenging timescales, DVLA has witnessed significant improvements in performance. Implementing the recommended solution from Neopost has provided DVLA with a number of subsequent benefits. In the first instance, a platform has been provided for a more streamlined approach which has introduced higher levels of productivity and reduced inefficiencies within the inbound mail process. As a consequence of the improved processes, the need to introduce an additional 14 members of staff has been negated and the organisation has benefited from significant cost savings as a result.

With regard to the customer experience of the implementation, Donna Jones, DVLA's Senior Operations Manager stated *"...the implementation process went really well. All stages were completed to our satisfaction and within the agreed timescales. Neopost also organised the removal of obsolete equipment as part of the process."*

Having completed the installation, what outcome has DVLA observed? Donna commented *"...the new systems are working well. We have already witnessed improvements in process efficiency. When compared to manual mail opening solutions we would have to employ a further 14 people."*



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Flintshire County Council saves over £80,000 on postal costs

The Requirement

Flintshire County Council recognised the need to improve and streamline their postal services. By using the Crown Commercial Service (CCS) Postal Services agreement RM782 they were able to go to market and find the most suitable and cost effective supplier to help them fulfil a wide range of service requirements and make savings. After a competitive tender process they appointed ONEPOST as their postal partner.

The Solution

ONEPOST provide a solution to the council that has simplified arrangements at their collection points. Mail is now collated by the council at their two collection sites and no longer needs franking, which reduces time spent preparing mail in mailrooms. Removing franking machines has provided an additional cost benefit, as postage is not paid for in advance of posting.

Mail is collected by ONEPOST and sorted the same evening for processing and onward delivery to Royal Mail. This enables the vast majority of the council's 2nd class volumes to receive a two day delivery service.

Detailed information is provided to support the invoicing process and each site receives a breakdown of volume and cost by service line. This information is collated on a daily basis and supports the weekly and monthly invoicing arrangements.

A number of support services have also helped to deliver additional savings on top of the postal solution. For example, the purchase of envelope stocks for the service at a very competitive rate, stocks are held locally and are supplied to the council as required.

Fulfilment services are also provided to the council for mailings that are difficult and time consuming to manage. This removes mundane and time consuming activity from key departments and is provided at a very competitive rate.

The results

The introduction of a new postal handling system has delivered significant saving to Flintshire County Council. Costs have been reduced in the first year by over £78,000 for daily postings, and a further bespoke mailing for council tax and business rates has saved a further £8,000.

ONEPOST continue to work with the council to deliver new services and further cost saving opportunities for the duration of the contract and help to further streamline mailroom activity and expect to save the council around £85,000 on their day to day postal costs in 2015/16 and a further £10,000 saving on the council tax and business rates mailing.

Contact Steve Roberts – Operations Development Director

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To find out more about the Postal Goods and Services (RM1063) agreement:

 Postal.Services@crownccommercial.gov.uk

 0345 410 2222

 www.gov.uk/ccs

South Eastern Health and Social Care Trust

South Eastern Health and Social Care Trust (NI) save in excess of £190,000 on postal costs

The Requirement

South Eastern Health and Social Care Trust (SEH&SCT) in Northern Ireland wanted to reduce their postal costs and improve the service they received. By using the Crown Commercial Service (CCS) Postal Service agreement, RM 782 they appointed ONEPOST as their postal services partner.

The Solution

ONEPOST introduced the trust to a new system of working that enables local users to supply envelopes, which it over-franks with the correct postal mark. This means franking machines have been removed from all their sites - saving money and time.

ONEPOST also provide the trust with bespoke invoicing that enables them to understand posting volumes and usage. This is provided on a site-by-site basis to allow key personnel to check and verify invoicing totals and volume levels per service.

In addition, ONEPOST has provided postal management audits and advice, helping establish new processes to facilitate cost savings and improve time management.

For example, a new system has been implemented which means mail is collected from five sites and transported to the postal sort facility in Belfast. Mail is then sorted and transferred via Downstream Access and the appropriate Royal Mail Retail service, delivering the most cost-effective solution to the trust.

Through this solution, ONEPOST provides 1st and 2nd class services for letters, large letters and parcels and also provides a solution for recorded and special delivery items. This arrangement has been successfully replicated with other customers in Northern Ireland e.g. The Western Health & Social Care Trust, Legal Services Agency NI and is used with all of CCS customers in the area.

The results

Through its relationship with ONEPOST, the trust has achieved savings of almost £90,000 in 2014/15 and a total of £193,000 has been saved to date by implementing ONEPOST's systems and recommendations.

Contact Steve Roberts – Operations Development Director

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To find out more about the Postal Goods and Services (RM1063) agreement:

 Postal.Services@crownccommercial.gov.uk

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 www.gov.uk/ccs

London Borough secure latest scanning technology

The Requirement

The London Borough of Merton carried out a procurement process and issued an online RFQ in March 2015 to various suppliers for Mail Inserting Equipment as their current machine(s) were reaching end of life.

The Council required a main enveloping machine able to perform 200,000 cycles per month, and insert into C5 and C4 envelope at speeds of 5,000 cycles per hour.

The solution also had to be supplied with intelligent software to produce barcodes to separate mail sets and drive the machine and inserting verification software and reporting to enable closed loop reporting on all mail pieces. The verification would need to be used for court reporting purposes on occasion.

A back-up machine was also required that also had intelligent software.

Full implementation and ongoing maintenance was also requested.

The solution

Capita Local Government (CLG) wanted to upgrade the An internal team was assembled that included the client Major Account Manager, Business Development Manager, Solution Architect and Project Manager supported by the Proposal Manager and Business Development Director.

The solutions proposed was 2 x DI950e FastPac Document Inserter systems.

The DI950e is a premium model in our range with a monthly duty cycle of 200,000 items with insert speeds at 5,400 mail pieces per hour and can fulfil DL, C4 and C5 envelopes with the added benefit of dynamic enveloping enabling fulfillment of both C4 and C5 in the same run. The DI950e was supplied with a 2 tray high capacity feeder and a tower feeder that holds up to 4 interchangeable feeders for fast and efficient job runs.

Barcode readers were fitted to the sheet feeders and both the tower and high capacity sheet feeders integrating our latest scanning technology to process both simple and complex jobs with a high degree of integrity.

Both units included Pitney Bowes' SureTrac process verification software to evidence envelope contents at page level. These were to be incorporated into the existing PlanetPress software.

The Council attended our Innovation Zone in London, taking part in a full demonstration and overview of the equipment.

London Borough of Merton is supported by a fully inclusive maintenance agreement, further enhanced by the Pitney Bowes Product Performance Guarantee.

Full scoping and Statement of Work was carried out as part of the successful implementation and full training was provided to all operators.

The results

Feedback received from our client.

“As a result of choosing Pitney Bowes’ proposal, London Borough of Merton now has an innovative solution with excellent integration between existing Planet Press software. User feedback is that all applications are easy to use and work well together providing LBM with closed loop mailings, essential to provide total letter security and that the wrong piece of mail never goes to the wrong client. SureTrac’s intelligence will also give LBM the peace of mind that it is working within regulations and doesn’t expose itself to hefty ICO fines.

LBM has also recognised the solution’s excellent value for money, with Pitney Bowes proposal being the most economically advantageous of all proposals received.

Although faced with a challenging implementation timescale, the solution was implemented on time and to a very high standard.”

All contracting bodies have priority access to our UK Innovation Zones based in London and Manchester showcasing our end to end mailing solutions. They also have access to virtual, real time demonstrations of equipment and solutions via our Global Innovation Centre.

 ccspostal@pb.com

 0800 748 639

 www.pitneybowes.com/uk

London Borough secure latest scanning technology

The Requirement

Melton Borough Council's Franking Machine's leasing agreement was due to expire on 31st May. Their existing equipment was based on out-dated technology and had limited innovation.

The Council issued a tender for the supply of a Franking Machine via a lease agreement from those Suppliers awarded a position on the Crown Commercial Service Framework RM1063, Lot 5 (Franking Machines and Mailroom Equipment) at the end of March with a required go live date of 1st July 2015.

As part of the scoring process Melton Borough Council requested a web-based demonstration/video of the proposed equipment.

The solution

An internal team was assembled that included the client Major Account Manager supported by the Proposal Manager and Business Development Director.

The solution proposed based on the Council's requirements was a Connect+™ 1000 Digital Franking Machine with weighing platform and differential weighing capabilities.

The Connect+ series is Pitney Bowes top of line franking machine range, with the Connect+ 1000 able to fulfil up to 180 letters per minute. The franking machine is fully MailMark compliant and has excellent trans-promotional capabilities allowing clients to print targeted and marketing messages across the length of the mail piece.

Melton Borough Council were invited to attend a live demonstration hosted by an experienced Pitney Bowes presenter based in our Global Innovation Centre. The Council were able to dial in from the comfort of their own office with minimal disruption to their daily routine.

Melton Borough Council is supported by a fully inclusive maintenance agreement, further enhanced by the Pitney Bowes Product Performance Guarantee.

Full training was provided to all operators at point of installation.

The results

Melton Borough Council now has in place an innovative and technology led solution with access to indepth and robust reporting. As the franking machine is fully MailMark compliant, the Council could take advantage of immediate postal savings.

The live demo carried out by Mike at Pitney Bowes was excellent with comments from the team at Melton Borough Council including:

"Clear, to the point, not too long, fantastic product knowledge, enjoyable ... a great way to present products and most importantly it gave a personal touch and made the team feel valued. In comparison a competitor demonstration which was a YouTube clip ... I would have every confidence in using this service again and would recommend it wherever possible."

All contracting bodies have priority access to our UK Innovation Zones based in London and Manchester showcasing our end to end mailing solutions. They also have access to virtual, real time demonstrations of equipment and solutions via our Global Innovation Centre.

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Torbay Council delivers savings and enhances communications with Sefas

The Requirement

Like many local authorities, Torbay Council was under pressure to make efficiency savings. They identified specific areas of cost and efficiency savings, including improvements that could be made to its print and mail operations. However, they also wanted to retain an in-house customer communication ability.

To improve the quality of service to its citizens, whilst also making significant cost savings and productivity improvements, the council wanted to:

- leverage existing technology and infrastructure wherever possible to keep costs down
- build greater flexibility around delivery channels
- gain greater control over content and quicker access to information

Guy Millward, Torbay Council's Pre-Press Manager, outlined some of the challenges that had to be addressed: *"Torbay no longer had a supported communications solution in place. To meet our goals, and be compliant, we needed up-to-date software and hardware. Handling Benefits Notifications and Council Tax communications is a very complex business, with over one million envelopes a year, so we had to get it right."*

Specifically, the challenges to be addressed included:

- Benefits Notifications and Council Tax Bills typically went out several days apart, leading to an increase in in-bound enquiries from residents in the borough.
- Benefits Notifications often needed manual checking, out sorting and re-creation.
- Unclear Benefits documentation created multiple follow-up calls to the Customer Contact Centre, putting resources under pressure.

Some Council Tax bills could not be archived due to cases where one bill referred to multiple properties. Our existing systems could only produce one index for each document. National Domestic Rates were also costly and time-consuming due to the multiple combinations of leaflet choice and manual checking.

The solution

After evaluating several suppliers, Torbay Council appointed Sefas' Customer Communication suite.

The chosen solution was expected to deliver:

1. Annual Savings

- Make full use of postal discounts
- Move communication from paper to electronic formats
- Use one envelope for several communications (co-mingling).

2. Create clear, relevant and timely communication

- Achieve better informed residents and businesses
- Achieve improved customer satisfaction levels
- Reduce in-bound queries into the council's customer contact centres
- Increase staff productivity by reducing the IT-centric requirements of delivering a communication service
- Improve brand and messaging control and consistency.

3. Improve reliability and security

- With existing software becoming unsupported, the council needed to ensure that they could produce key critical documents – e.g. Council Tax bills & Benefits Notifications - reliably and with total security.

Guy Millward commented: *“As well as the extensive features offered by Sefas, it was also important to us that it could be easily integrated with business tools such as CACI address validation software, to reduce postage costs, and the Civica Archive Solution to interact with the revenues and benefits data.”*

The results

Guy Millward explained: *“We can use one envelope for several communications and take advantage of reduced paper and printing costs and increased mail discounts – equating to substantial savings of over 70p per mail item. The Sefas Systems have contributed to Torbay's Printer Rationalisation Strategy which has already seen a reduction in the number of office-based printers we have from 140 to 70, and when fully implemented HubMail will make franking redundant. As well as improved staff productivity we've been able to increase customer satisfaction and have better informed residents and businesses.”*

He added: *“With Sefas' solution, the need to print everything locally has been dramatically reduced. We can support office-based staff and home-workers, who can print from home using regional printing which is fully automated.”*

Cost reduction has been a key driver for the project, and further savings have been achieved by expanding Torbay's electronic delivery channels. Guy explains, *“This is not only a major benefit to our council, it also helps us attract new external revenue streams.”*

Control and the integrity of communications are vital to the council when sending out bills and statements. The ability to control and track documents from data through to delivery has enabled Torbay to be certain that document contents are complete and have been tracked and delivered to each citizen's mail box. The fully automated production process has provided additional efficiencies, through reducing manual intervention and improved production times.

Guy added, *“If I had to sum up the benefits Sefas' CCM solution gives to Torbay, is that we now have a cost effective, future proof document delivery system solution that delivers immediate cost savings, automated document control and electronic delivery capabilities – strengthening Torbay's strategic vision to build stronger communities.”*

Return on Investment and Future Plans

Guy Millward explained: *“We estimated that cost reductions in the first year of operation were more than 15 per cent – equating to £75,000, achieved through savings in print and mail costs and improved processing. We have also been able to co-mingle Revenues and Benefits correspondence, including one big run per year in April, which saved over £37,000 in the first year.”*

He added: *“Due to the continued budget pressures and a subsequent reduction of service budgets we have been able to maintain the integrity of the central printing service through the automation the Sefas system offers. We have a small team of designers and developers’, so having the Sefas’ solution enables the automation of our processes, saving time and money and reducing errors while improving business management.”*

Consistency of communications has also improved, according to Guy Millward. *“We have been able to improve and regulate our communications’ branding across the council through consistent and shared templates. We now have the ability to add personalised messages to citizen correspondence. So as well as this being a faster process, we can send communications faster while improving the citizen experience.”*

Guy Millward also cited the council’s ability to modify ad hoc documents which can then be processed through a central print run to not only reduce costs and improve efficiencies, but also achieve full audit control.

He added: *“We can print smarter, faster, save money and control brand and message.”*

The system really came into its own before the 2015 general election. *“We had to print and send out half a million postal vote’s, mayoral leaflets and polling cards for the election in just two weeks. It was a mammoth task, but with the Sefas solution it was much easier,”* he said.

Guy Millward added: *“Further return on investment will be gained through extending our delivery options for council and external customers. This will include, electronic delivery of Council Tax notifications, SMS book return reminders for our libraries and Omni channel appointment reminders for our Hospitals.”*

To find out further information about the Sefas solution and how Sefas can help your local authority make dramatic savings and improve efficiencies, please contact Clive Blackwell

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SPS postal services solution set to release over £500,000 for front line services at Guy's and St Thomas' NHS Foundation Trust

The Requirement

Guy's and St Thomas' has over 2 million patient contacts each year and generates a large volume of outbound mail to support patient communication. Many of these are time critical, necessitating priority delivery methods that incur high costs. When they initiated a Cost Improvement Programme targeting a 10% reduction in corporate and overhead costs, the Trust approached SPS to deliver £100k of savings within mail services.

The Solution

By analysing the outgoing mail, SPS identified a three-tiered approach to creating savings that would not compromise the service to patients and other service users.

This comprised:

1. Broadening the range of tariffs available through new mail preparation activities that enable access to Downstream Access (DSA) postage discounts
2. Classifying outbound mail by segregating standard and priority mail more effectively, and ensuring that premium delivery channels are only used when necessary.
3. Implementing a user education campaign to improve mail production standards and improve access to mail tariff discounts.

Standard Mail

SPS calculated that instead of franking mail in-house, a time consuming process, the in-house mailroom team could spend that time sorting mail into OCR Readable and Non OCR readable categories, for collection by downstream access mail providers. SPS was then able to approach DSA companies to negotiate the best available rates based on the volumes of pre-sorted mail that the Trust would be sending. This approach secured average savings of over 23%.

User Education

To increase the quantity of mail qualifying for the highest discounts, the SPS team are working with the Trust's admin teams to educate service users on how to prepare their mail. SPS issued posters and flyers to every department, and detailed management information, by department, highlights which areas are not achieving the anticipated savings, enabling a targeted approach to behaviour change.

Priority Mail

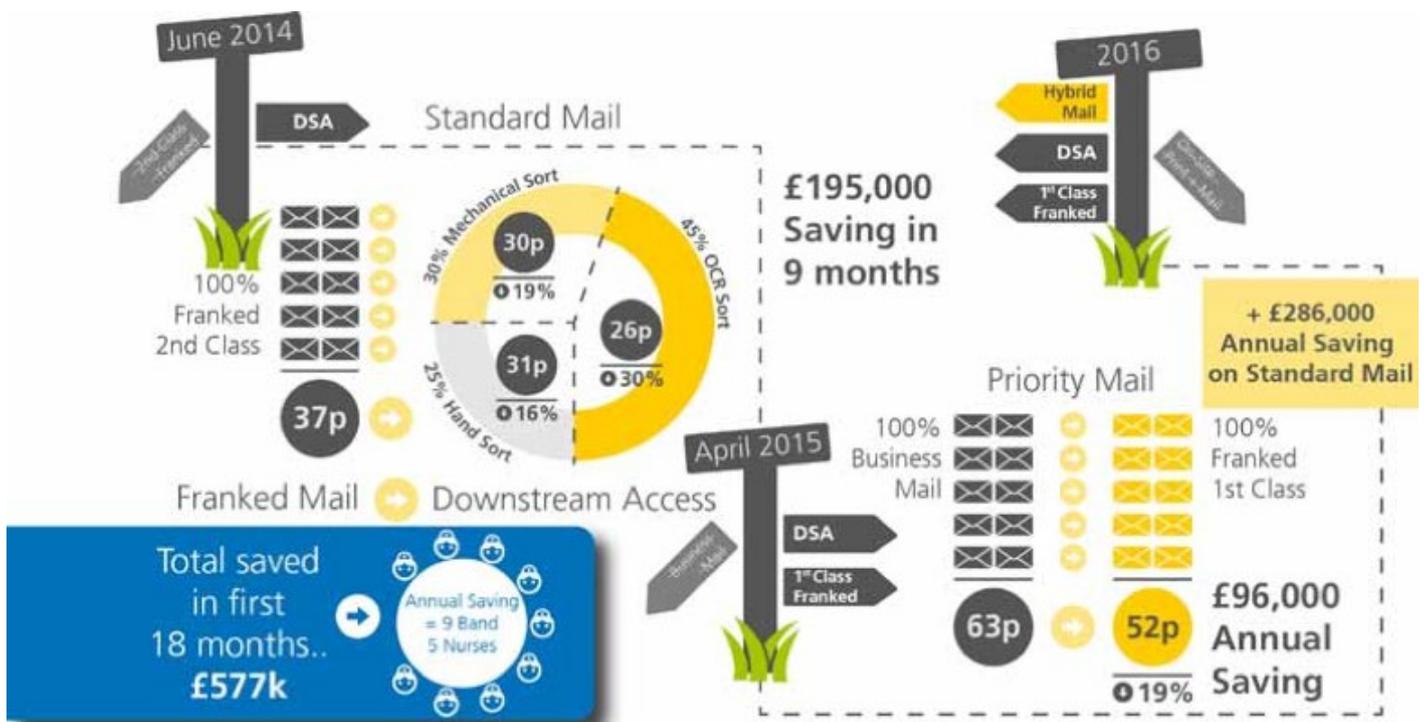
Following the success of first project, SPS conducted an analysis of the priority, next-day delivery service. This demonstrated that the Business Mail service currently in use, was not the most cost efficient option for the Trust. The added costs of administration and the reliance on reclaiming VAT meant that switching to franked 1st class mail would realise an effective saving of almost £100k.

The results

Working with the Trust's team, SPS has achieved annualised savings that equate to funding an additional nine Band 5 nurses.

- £195k of savings in the first nine months by switching to downstream access delivery (DSA)
- An additional £382k of savings have been achieved within the fiscal year by using DSA and switching from Business Mail to franked 1st class.
- Cultural change. The education campaign has embedded awareness and understanding of postage costs, and how to reduce them, across the Trust. This is increasing the proportion of OCR mail and savings made.
- Post arrives on average one day earlier.
- A scheduled move to off-site mail processing and the addition of CBC codes will further increase savings.

Focusing on communication costs has driven discussions about other ways to save money and enhance performance and productivity. This had led to trials of SPS' Hybrid Mail solution within the Children's Hospital. Hybrid Mail enables users to print documents from their desktops as they normally would, but production actually occurs at SPS' central production facility where print costs are 50-60% lower than on local printers. Mail is enveloped and despatched at the SPS site and the maximum postal discounts are applied based on the selected delivery options.



To find out more about Swiss Post Solutions RM1063 solutions and how we're helping Public Sector organisations release funds for front line services please contact Peter Camilleri

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🌐 <https://www.swisspostsolutions.com/unitedkingdom/articles/hybrid-mail/En>

Hybrid mail saves council cash and leaves planners free to plan

The Requirement

This London Council serves a diverse community of around 320,000 people and faces the typical Public Sector challenge of delivering high quality, front line services despite a diminishing budget. Communication is an essential but costly element of the Council's day-to-day operations, across all departments and the Council, a long-standing SPS client wanted to explore how they could cut costs without cutting services.

The Solution

SPS introduced the Council to Hybrid Mail, a software tool that provides cost saving and environmental benefits by routing mail created at the desktop or by remote users directly to an efficient central production and mailing facility. This easy to implement solution opens the door to substantial savings on both print and mail, plus additional operational benefits like tracking without any disruptive change to the service users.

To test the concept we carried out a pilot with the Planning Department, a team of 12 who currently print approx. 16,000 A4 black and white letters per month on local MFDs and carry out manual fulfilment of this outgoing mail. This is a massive administrative burden on the professional staff, reducing their productivity at their core task of handling planning applications.

With Hybrid Mail installed, the planners simply click on the HM icon on their desktop, select from the options available and submit the job. The file goes directly to the SPS production centre, where the letters are printed (according to the agreed layouts etc.), enclosed, and consolidated with other outgoing mail taking advantage of the postal tariff volume discounts available through downstream access (DSA). We then provide an MI report that includes details of all the items sent, along with a digital PDF file for archiving.

The Results

Hybrid Mail has delivered substantial cost savings for the planning team, both direct and indirect.

- Direct and immediate cost saving of around 50% per item
- Headcount reduction and increased personal productivity within the Planning Department
- Reduced print volume through high cost MFD's leading to reduction in the fleet size
- Less paper waste and lower power usage
- Hybrid Mail MI means that the Council has full visibility of spend & tracking of all outgoing mail.
- The Council can be sure that outgoing correspondence meets their pre-defined standards.
- A digital record of all correspondence is provided making archiving and future access easier.

The Council has now adopted Hybrid Mail as a permanent service within the Planning Department with a wider roll out planned in Q1 2016.

To find out more about Swiss Post Solutions RM1063 solutions and how we're helping Public Sector organisations release funds for front line services please contact Peter Camilleri

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Hybrid Mail software to allow off site printing and posting of letters.

The requirement

To install and configure a Hybrid Mail solutions to capture sensitive mail items for secure transfer to a print and mail platform for processing and final mile delivery. This would allow the contracting bodies staff to focus on core business and save the contracting body time and money.

The solution

Using the CCS framework allowed the contracting body to have an understanding of the services available. Contracting with UK Mail allowed us to make immediate time savings to allow us to concentrate on managing patients.

The results

As a result of the change from a totally manual mail system to UK Mail's imail service there have been considerable benefits to the programme:

- Freeing up of one member of staff (whole time equivalent) to work on other roles within the service. What was a full day's work is now accomplished in less than one hour.
- Cost benefits to the service over and above labour costs in terms of printing, paper, downtime and wastage.
- More reliable postal service with letters being received in a timelier manner than previously.
- Excellent management reports.
- Full security, confidentiality and governance issues were addressed in a professional and sympathetic manner.

If customers wish to learn more please do contact our Head of Public Sector Cavan Shepherd

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The solution

Using the CCS framework allowed the contracting body to have an understanding of the services available. Contracting with UK Mail allowed us to make immediate time savings to allow us to concentrate on managing our community.

The results

Stroud Council were live with imail within 2 weeks, the service has had a huge impact on staff time. Stroud Council currently utilise imail for their bulk postings to include arrears notices and discount reviews as well as daily ad-hoc letters. It also helps with their home workers. The system was implemented very easily with no issues around performance or down time. Stroud Council have identified immediate cost savings as there is no envelope, paper and printing costs. Whilst it is difficult to put a price on staff time Stroud Council have already paid for, they have reduced internal recharge by £25k pa plus equivalent saving of one full time post. Stroud Council have been fully supported by UK Mail with introducing the imail service and we would strongly recommend the imail service to any other Local Government authority.

If customers wish to learn more please do contact our Head of Public Sector Cavan Shepherd

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Improving mail quality and reducing costs for Craven District Council

The requirement

In 2012 Craven District Council undertook a review of their postal provider and decided to switch to Whistl based on service quality and cost.

The solution

To assist the Council's transition to Whistl and to improve the quality of mail leaving the Council, a number of workshops were held with Council staff responsible for mail production.

Whistl also supplied a range of collateral including reference posters and templates and continues to provide training to ensure the Council has ongoing support and is confident in the use of the service.

Regular review meetings are held with the Whistl Account Manager to monitor mail and service quality with the view to making improvements and further savings wherever possible.

The results

Since switching to Whistl, Craven District Council has saved 20% on its annual mailing costs.

**Framework Number RM1063 -
Postal Goods and Services.
Lot 1,2,3,4,7.**

For more information please contact Mike Gratton

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 www.whistl.co.uk

Saving Money on Second Class Mail for Torfaen County Borough Council

The requirement

In 2009 Torfaen County Borough Council was looking for a cost-effective solution to replace the existing second class mail service.

The solution

Whistl's PremierSort Flex service was recommended for the Council's in-house mailings with the view to maximising 'machineable' mail to achieve further savings.

Working closely with Whistl, the Council team conducted training for all staff responsible for producing mail. Once the departments were aware of the savings that could be achieved from very small changes they were quickly producing and presenting high-quality 'machinable' mail.

Whistl supplied a range of collateral including reference posters, handbooks and templates and continues to provide training to ensure the Council has ongoing support and is confident in the use of the service.

The results

Many years later Torfaen County Borough Council is happy with the savings and quality of service Whistl provides.

**Framework Number RM1063 -
Postal Goods and Services.
Lot 1,2,3,4,7.**

For more information please contact Mike Gratton

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Partnering the Public Sector in delivering On or Off Site solutions for Hybrid Mail and Inbound Mail Services

Xerox have vast experience of integrating with many systems across the public sector including PSN, iSoft PAS and Docman etc.

What is it?

- **Hybrid Mail Software:** Print driver, API client or web portal to allow user to submit jobs in the most suitable format to the production centre
- **Shared Delivery Centres:** Xerox Shared Delivery Centres producing and dispatching mail items every day
- **Supply Chain:** Sourcing and stock holding of stationery and mail inserts (leaflets, maps, forms)
- **Down Stream Access:** Postage discounts through supply chain partners

Why is this Important?

- **The Need to Reduce Costs and Increase Efficiency:** The whole of PS is being pressurised into reducing costs of upto 40%. The average hospital spends between £300 and £3m on postage per year. By utilising the RM1063 framework and leveraging DSA discounts can reduce this by 20-30%
- **2020 Digital Agenda:** Mobile and email communications are now common place offering a big opportunity to improve services and reduce cost
- **Information Governance:** Audit trail of documents sent and returned mail essential for IG compliance

Why Xerox?

- **Postal Discounts – C9 License:** Xerox can access the highest levels of postal discounts as we have our own C9 license
- **Shared Delivery Centre:** Multiple shared delivery centres housing Xerox technology
- **Full Returns Management:** returns scanned and securely destroyed, with MI provided to update trust
- **Multi-Channel Communications:** Xerox have the ability to offer solutions that can allow Public Sector organisations to connect with the citizen via email and SMS thereby offering full integrated multi channel communications.

Xerox supporting Local Government at Gloucester City Council

Civica: Provision of Hybrid Mail solutions across a number of Civica's business process outsourcing sites. The Gloucester City Council service was live within 2 weeks (85+ users) and numerous sites have been implemented since September 2015, with millions of mail items being migrated over in phase 1 deployment.

“The Hybrid Mail software has been extremely easy to use, requiring minimal configuration/training for the users, with any bespoke software requests accomplished instantaneously.”

Gary Bell, Managing Director, Civica

Partnering the Public Sector in delivering On or Off Site solutions for Hybrid Mail and Inbound Mail Services

If appointment letters too often fail to get to patients on time; and if 45 front-line administrative staff have to stop work half an hour early to fill envelopes; then you'd naturally welcome a better way of handling such critical correspondence, wouldn't you?

Our attendance figures are directly affected by how quickly and reliably letters get to patients. And the first appointment letter strongly influences a patient's initial impression of us. We've got thousands of these letters going out every day and there's a lot that can go wrong. We wanted more to go right, and to save staff time and effort.

The solution

A site visit to Xerox gave our management team confidence that Xerox could handle our current and future requirements. We chose them from approximately 20 providers of off-site hybrid mail services under RM1063, the Crown Commercial Service (CCS) framework agreement for postal goods and services.

Xerox has a really complete set of capabilities, from automated selection of the right inserts to tracking of letter delivery. Uniquely, they can also integrate with the Docman system for sending letters electronically to GPs. And they could tailor their process to work with our patient administration system (PAS), which generates letters in a proprietary format.

The price for such a complete and customised service was very competitive, and came with excellent customer service: we can always talk to someone straight away.

"Outpatient care typically starts with an appointment letter - and suffers if the letter is late or doesn't arrive at all. It's not an exaggeration to say that Xerox is helping us deliver better patient care with its hybrid mail service." Ruby Dey, Programme Management Office (PMO) Manager Maidstone and Tunbridge Wells NHS Trust

The results

Our administrative teams like how the hybrid mail service makes them feel more productive and is so easy to use. At the press of a button letters are dispatched, and they have confidence in the process because letters are tracked. They tell us they couldn't go back to the in-house manual process.

- >50% savings in direct costs to produce and post outpatient letters
- >22 hours per day (3 FTEs) freed — and redeployed to more fulfilling activities for staff
- Better brand consistency: a result of rationalising and standardising letter templates and leaflet design during service implementation
- Fewer late letters thanks to same - or next-day turnaround from letter creation to dispatch
- Only 2% delivery failure rate, down from 60% because of better data control and tracking
- Fewer missed appointments: resulting in better, more efficient patient care.

Contact information

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 Call: 0345 410 2222

You can also learn more about what we offer online:

 Visit: www.gov.uk/ccs

 @gov_procurement

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