

# CaseStudy Mail Processing

## Scenario:

**The client:** a prominent international telecommunications company

**The challenge:** Mail operations needed to be efficiently structured such that all operations for the whole of Europe could be processed through just one service center. Doing so would also realise another objective – freeing up more office space for the company's core business.



## tectraxx-realised Solution

### Incoming mail

- » We pick up incoming mail twice daily from the client's post office box.
- » We then sort the incoming mail into business mail, advertisements, personal mail, etc. While advertisements and personal mail are sent directly to the client, we stamp business mail with the date of receipt and a sequential number.
- » Business mail is scanned. The originals are physically archived in our warehouse while the scanned mail is electronically archived so that the client can retrieve it at any time via an internet portal. If need be, the client can also request the original mail as archived in the warehouse through the same online portal; we then deliver it by courier.

### Outgoing mail

- » The client sends us their written correspondence by computer and we print it out on their letterhead.
- » All outgoing mail is sorted into express shipments, regular mail, etc. We also add any necessary enclosures such as forms or advertising material as instructed. The mail is placed into envelopes, stamped and brought to the post office twice each day.
- » If required, we will also archive outgoing mail in a warehouse. Just as with the incoming mail, the client can call up their outgoing mail at any time online.



## You reap the Benefits:

You can return your office space to its intended use – your core business. You no longer have to spend all that time searching for specific documents, your computer input is minimised, and you can readily send out all your documents online. Your entire mail processing – even international – can thus be handled through one central site and any given piece of mail can be accessed through the internet portal 24/7 from anywhere in the world.