

Leading Insurance Company Saves with Total Mailroom Management Service



With the Total Mailroom Management Services (TMMS), this leading insurance company has managed to streamline previously inefficient processes through the introduction of Fuji Xerox's mail room best practices. This has also allowed them to enjoy monthly savings of 18%.

Background

This organisation is the industry's leading insurance company, serving more than 40 million clients spanning across 160 countries and jurisdictions. It offers an unrivalled global footprint and breadth of products across one of the world's largest commercial and insurance platforms.

With a focus on commercial and financial insurance however, this organisation requires optimal performance from their mail room in order to deliver the best service standards to their clients.

The Challenge

Previously, this leading insurance company managed their own team of mail room operators, which included the handling of different vendors ranging from local delivery to international couriers.

That resulted in high operating costs due to heavy resource management. In addition, the existing system did not offer key performance indexes that could measure mailroom competency and efficiency

The organisation constantly looked to improve itself, and in line with the recovery of the economy, a plan was put in place to improve mail room efficiency and increase user satisfaction.

The new aim was then to enhance management and control of the mail room and the incorporation of tracking systems through outsourcing to Fuji Xerox Global Services.

Enhancing Service Levels & Reducing Costs

A Total Mailroom Management Service

The Solution

The Fuji Xerox team adopted a consultative methodology and worked closely with the organisation's management team in order to ensure that the solution was aligned to the desired corporate objectives and targets.

From the studying of the current state recommendation of appropriate changes for future state, the Fuji Xerox team worked on proposing the best solution to the client..

Under the Total Mailroom Management Service (TMMS), the current mail room operators were out-sourced to Fuji Xerox Global Services, and processes put in place to streamline the sorting and distribution of mail.

The Courier Liaison Hub was also introduced to allow the staff to have a one-stop place to go to for all courier requirements. In the past where each staff have to source for their own courier company, the centralized one-stop service stop now allow staff to save time and the company to enjoy cost-savings through working with Fuji Xerox Global Services team.

The incorporation of mails bar-coding and tracking system also allowed for the management and close-loop tracking of local and international courier requirements.

The Results

This leading insurance company now enjoys up a monthly savings of 18% as Fuji Xerox provided a one-stop service which took over the full management of the mailroom operations and courier services; including external vendor management.

Through the streamlining of inefficient processes and the implementation of standard operating procedures, the entire mail room operations were optimized in order to produce the most cost-efficient and productive results.

In addition, performance measurement metrics with service levels ratings were defined, and a "Reward & Penalty" scheme was also implemented to ensure operational efficiency as well as to reward good performance.

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Case Study Snapshot

The Challenge

- High operating costs
- Heavy resource management efforts
- Absence of measurement metrics to evaluate staff performance
- Absence of key performance indicators to measure mailroom competence and efficiency
- Absence of mail tracking system for mail traceability and accountability

The Solution

- Out-sourcing of mail room operators to Fuji Xerox Global Services
- Processes in place to streamline sorting and distribution of mail
- Incorporation of mails bar-coding and tracking system
- Introduction of Courier Liaison Hub for better management and control of local and international courier requirements.
- Consolidation, optimization and close-loop tracking of local courier runs

The Results

- Improved service level through one-stop service provider
- Significant cost-savings
- Well-documented processes and operational procedures
- Streamlined inefficient processes and introduction of Fuji Xerox Global Services mail room best practices
- Defined performance measurement metrics with service level rating

About Fuji Xerox Singapore. Established in 1965, Fuji Xerox Singapore is the country's leading provider of new class document solutions. We offer an unparalleled portfolio of document technologies, services, software, supplies and document-centric outsourcing. Supported by an unrivalled team of industry leading professionals, we are committed to help our customers achieve increased productivity and process efficiency gains through innovative document solutions, while meeting their sustainability objectives and reducing costs.

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