Cambridge
corporate services

Financial Services Case Study

Mailrooms – Cambridge

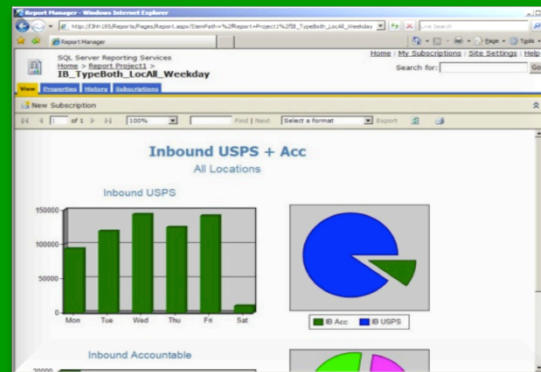**Cambridge**
corporate services

Client

Premier International Financial Services Company

Background

- Began providing mailroom services in 2001
- Successfully re-engaged business through two rebids and several extension agreements
- Expanded services to include Messenger services in 2006
- Worked with client to seamlessly integrate Global Wealth Management and Acquired Subsidies mail and distribution streams
- Moved mail processing operations to near site hub location
- Currently supporting 15 locations in the tri-state area

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Solution

- Mail
- Messenger
- Digital Scan and Capture
- Automated Inbound Sorting
- Global Distribution
- Administrative Support Services
- Customer Service

The client has tasked Cambridge to provide world class mail, messenger and related services while driving down per unit costs. Handling over 14 million items since 2001, Cambridge has utilized automation technology, cross utilization and workflow improvements resulting in over $5,000,000 in savings over the course of the relationship.

Currently serving over 20,000 internal clients locally, Cambridge process all inbound and outbound items at a near site facility, screening all incoming items for potential hazardous materials. Once screened, all mail is sorted through a high speed automated sorter. Each mail piece has a unique bar code applied, allowing complete chain of custody control and collecting key metadata for every mail piece.

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All accountable items and internal distribution mailing are processed at the near site facility.

Working with client IT and end users, Cambridge developed the first true "digital mailroom" solution in the industry. During the initial pass through the inbound sort system, mail requiring data extraction is placed in separate bins and transferred directly to the scan and capture area. Separate workflows for AP, legal and return items extract key data and integrate into client .

Cambridge has also installed our proprietary tracking application, MR2k. Web based, the system is used as an ordering and tracking system for external messenger jobs, tracking mail stop compliance and SEC regulated mail tracking.

Cambridge employees process all internal distribution and prospectus requests at the near site, handling distribution for over 600 branch locations globally.

Cambridge Administrative Support employees assist with invoice processing, cost allocation and 3rd party vendor management.

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Results

- Long term relationship, based on outstanding performance, cost efficiencies, transparency and flexibility
- Advanced near site mail processing center, servicing a multi-location clients in the New York area
- All USPS and carrier items picked up by Cambridge and securely transported to the near site screening facility
- Inbound workflows and document lifecycle management designed to mitigate risk and comply with complex regulations
- Integration of inbound automation reduced inbound processing costs and time, resulting in earlier delivery of critical business documents
- Safe handling and screening all inbound mail and accountable items, eliminating chance of catastrophic business disruptions
- Advanced scan and capture operation in the mailroom, freeing up bank employees to spend valuable time with clients
- Well trained, loyal employees, integrated with client culture
- On-going right sizing, service adjustments and technology utilization resulting over $5,000,000 in cost reduction and avoidance