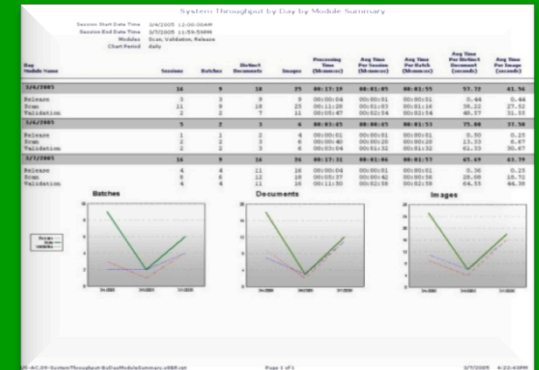
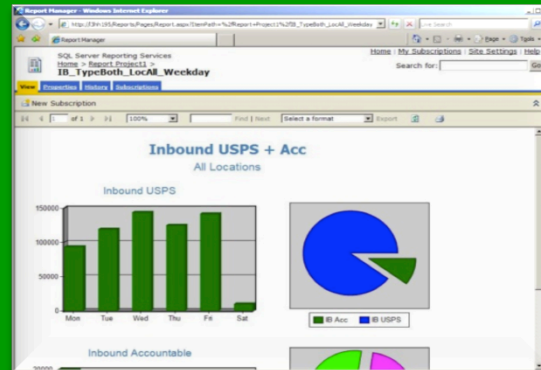


Cambridge

corporate services

Financial Services Case Study





Client – Premier Financial Services Client

Background

Service partners from 1989 – 2009

- Successfully re-engaged business through several competitive RFP's
- Started with 7 employees in one location; expanded services with growth of client eventually serving 12,000 clients spread over seven locations
- Cambridge is the only six-time recipient of the prestigious “Five Star” award for vendor excellence
- Helped develop and supported internal E-trac tracking system
- Processed and delivered over 7,000,000 accountable pieces to firm personnel
- Cambridge was the “go to” partner for special project, providing reliable, cost effective service solutions

Mailrooms – Cambridge



Solutions:

- Mail
- Internal & external messenger
- Prospectus management and staffing
- IBD/Creative Services – managed and staffed internal & external deliveries, 24/7
- Managed PC cloning operation
- Helped develop and deliver monthly performance reports from E-trac system
- Staffed and supported off site screening operation immediately following 9/11
- Designed cost effective shuttle system utilizing foot and motor messengers to deliver all incoming items from the off site with minimum delays
- Utilized portable GPS tracking devices to monitor movement of high value shipments and measure daily shuttle performance



Results

- Long term (20 year) relationship based on performance, cost efficiency, industry expertise, transparency and trust
- Cambridge grew with the client, adding functional expertise to support the firms needs
- Continually worked with firm to 'right size' operations, suggesting service modifications and working through periods of growth and retrenchment.
- \$2.5mm in cost reductions achieved over five year period
- Well trained, long term employees integrated with client culture
- Outstanding performance results, always meeting or exceeding SLA's
- Advanced accountability and chain-of-custody controls resulted in risk mitigation for firm