



Finding Savings – Every Little Bit Adds Up

Whether you are managing your non-core business units in-house or you hire an outside vendor or supplier to manage those tasks, do you trust the staff is looking out for cost savings? There are many tasks and activities that have to be accomplished in a Service Center. Whether it is mail, print, copy, shipping, etc., the ultimate goal in these areas is to service the end-user. Outstanding customer service is a must, however, in addition, discovering expense reductions and finding cost savings is an ultimate value add.

Today's business climate is difficult, competitive, and aggressive. Every business needs an edge and that edge can be employing individuals who know the industry from top to bottom so that they are able to develop creative and effective methods to save their company money and reduce departmental expenses. Have you heard your staff or your service provider ask you "What can I do for you to make your life easier?" Sometimes that is all it takes to raise an eyebrow and you are thrilled to hand over some tasks that have loomed in your task list for some time. And, even better yet, what if that staff member was able to turn that task in to a cost savings opportunity. The following are a couple of scenarios of simple cost savings ideas that can eventually add up.

#1) A client happily forwards some troublesome tasks to their Service Center Supervisor along with a few unpaid invoices that had fallen through the cracks. The Supervisor went to work servicing their customer. Along the way, he managed to save the company \$14.26 in late fees and future finance charges from a neglected invoice. In addition, he saved the company another \$ 75.00 by researching and supplying pricing options for a simple office machine. These dollar amounts may seem insignificant to the overall budget, however, if this takes place daily, weekly, and all year long, those dollar figures could turn in to six figures or more.

#2) This same Supervisor was handed an automated invoicing/billing issue that was taking place within a certain department. The client was getting billed for equipment no longer under contract. The client was accumulating rolling invoices that were left unattended and unpaid. They had attempted to resolve the issue but became frustrated by a lack of response from the vendor. The Service Center Supervisor worked through the issue with the vendor to a successful resolution. The client was relieved of an unnecessary obligation, and credited for three months of inaccurate billing. As a result, the client saved a little more than \$2000.00.

"Short" list of savings opportunities that could take place within your Service Center: Every little bit adds up!

- Recycle boxes and packing materials
- Recycle training material binders
- Explore vended services for savings opportunities
- Maximize the company's print production equipment by consolidating print and copy projects throughout the organization
- Review all incoming bills
- Review outside ancillary work
- Rate-shop for everything outsourced
- Re-examine printing equipment
- Quiz employees on improvements
- Strengthen security
- Reconfigure sort bins
- Examine employee workload and downtime
- Quality control on inserter systems

- Small centers—separate accountable mail
- Post a job board
- Match envelopes to equipment
- Use barcodes for internal accounting
- Disaster avoidance strategies
- Negotiate service contracts
- Measure operator and machine productivity
- Make your mail more environmentally friendly

If you are looking for cost savings, efficiencies and “top-class” customer service, let OMG help. Call 513-429-9526 or e-mail at info@omgservices.com. Start saving today!!