



CASE STUDY SERIES

**Driving Savings with
Onsite Solutions in
Mailroom, Print/Copy,
Logistics, and Digital Mail.**





Courier services for midwestern hospital network.



Challenges

Courier costs were increasing every quarter, particularly on-demand orders, and a renewal of a 5-year contract was approaching.

Client received a monthly billing list of on-demand courier orders with a line item for contracted routed courier fee.

Frequently multiple couriers pass through the same location within a span of 15-30 minutes.

Route information was considered proprietary information by the courier services provider and was not shared with the client nor were any optimization discussions held.

Solution

Collected and compiled data from the current courier services provider by analyzing billing data and through direct observation of operations.

Developed bidder qualifications and pricing workbooks to be used in a courier services RFP.

Administered the RFP for courier services.

Results

Successfully completed the courier services RFP resulting in the selection of a new service provider.

Partnered with the new service provider to help the client design the courier system they wanted.

Initial savings of \$500,000 was generated by optimizing existing routes, adjusting service levels, and reducing dependence on on-demand orders.

