



ONSITE Management Group

CASE STUDY SERIES



PPL companies

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

Mail Managed Services

Challenges

Insufficient mail process education caused inefficiencies and missed savings opportunities.

Issues with bulk mail vendor resulted in excessive return mail from USPS and created waste and increased operational costs.

Large package volumes create increased expenses through inefficient use of available vendors and rate shopping.

Solution

Conducted an analysis to identify bottlenecks and address critical gaps in staff education and communication, ensuring smoother coordination and operational performance.

Redesigned processes to capture previously missed postage discounts, increasing cost efficiency and improving the overall effectiveness of mail handling operations.

Implemented procedures to minimize return mail, increase accuracy, and eliminate unnecessary waste, improving USPS compliance and delivery reliability

Results

62% reduction of Return to Sender mail with an associated cost savings of \$130k.

\$60k in annual savings through improved bulk mail processing and postage discounts.

End user education resulted in higher quality mail being presented to mailroom for processing, increasing overall efficiency and service delivery.



Print Managed Services

Challenges

Three print centers created inefficiencies and redundancies in operations.

High costs associated with maintaining underutilized equipment and staff.

Outsourced print jobs incurred vendor markups and delayed production timelines

Solution

Consolidated three print centers into one central hub, reducing equipment and staffing needs.

Optimized the print fleet by removing low-utilization machines, introducing high volume digital production equipment and renegotiating per-click costs.

Brought outsourced print jobs in-house, leveraging the centralized facility for faster turnaround and lower costs.

Results

Achieved \$700k in annual savings through reduced/right sized equipment, supply costs, and bringing outsourced print jobs in-house.

Obtained \$530k in additional annual savings through strategic staffing reductions, optimizing resources while increasing volume and maintaining operational efficiency.

Streamlined operations improved consistency in print output and faster turnaround times.

Minimized environmental impact by centralizing operations, reducing waste, and optimizing resource usage, supporting sustainability goals and promoting greener business practices.



Courier Managed Services

Challenges

Lack of real-time tracking and accountability for materials in transit.

Inefficient courier routes cause redundancies and increased costs.

Limited visibility into delivery timelines and delays.

Locations not manned consistently causing lack of communication between location and courier and missed pickups/deliveries.

Solution

Implemented electronic chain of custody to track courier deliveries with precision.

Redesigned courier routes for efficiency, eliminating unnecessary trips and overlaps.

Introduced digital tools for real-time tracking and scheduling, enhancing transparency.

Created a pickup/delivery log and container manifests to facilitate communication between couriers and location, providing understanding of what is picked up/delivered.

Results

Enhanced accountability and security for sensitive materials during transit.

Immediate reduction in location complaints for miss deliveries

Time and photo proof of delivery for end users

Achieved cost savings of \$115k through reduced fuel consumption and reducing routes from 15 to 12 optimized routes.

Improved confidence in delivery timelines with a 30 min delivery window, enabling better service reliability.

