



# OMG CASE STUDY SERIES

## \$1.5M in Savings by Optimizing Mail, Print, and Courier Operations

### SUMMARY

LGE and KU, regional utility providers, faced rising costs and inefficiencies across mail, print, and courier operations. Return mail, fragmented print centers, and inefficient courier routes created waste and limited visibility. OMG partnered with LGE and KU to redesign processes, consolidate print, and digitize tracking. The result was more than \$1.5 million in annual savings, stronger accountability, and better service for internal teams and customers.



**COURIER ROUTES  
REDUCED**



**62% REDUCTION IN  
RETURN MAIL**



**\$1.5M ANNUAL  
SAVINGS**



PPL companies

INDUSTRY: UTILITIES/ENERGY

LOCATION: LOUISVILLE, KY

SERVICE:  UbiMAIL®

LGE and KU partnered with OMG to streamline mail processing, consolidate print production, and modernize courier operations. Through education, process redesign, and digital tools, OMG helped the organization cut costs, reduce waste, and improve service performance across multiple support functions.

## CHALLENGES

LGE and KU managed separate mail, print, and courier processes that created cost and service issues. Gaps in mail education and bulk mail handling led to high volumes of return mail and missed postage discounts. Three separate print centers duplicated effort, underused equipment, and drove up vendor and staffing costs. Courier routes lacked visibility and real time tracking, causing redundant trips,



Legacy mail, print, and courier processes drove up costs and reduced

## SOLUTION

- Consolidated three print centers into one centralized production hub.
- Redesigned mail processes and improved employee education to reduce return mail.
- Optimized bulk mail preparation to improve quality, accuracy, and postage efficiency.
- Implemented electronic chain of custody to improve courier visibility and accountability.
- Reduced courier routes and optimized delivery schedules to lower fuel usage.
- Introduced tracking, pickup logs, and delivery confirmation.
- Brought outsourced print work in house to improve turnaround time and cost

# RESULTS

**Achieved \$130,000 in annual savings and a 62 percent reduction in Return to Sender mail through better processes and fewer defects.**

**Captured an additional \$60,000 in yearly savings by improving bulk mail processing and taking full advantage of postage discounts.**

**Delivered \$700,000 in annual savings by consolidating print centers, right sizing equipment, and bringing outsourced jobs in house.**

**Generated \$530,000 in staffing related savings while maintaining volume and improving operational efficiency in the centralized print hub.**

**Improved sustainability by centralizing print, reducing waste, and optimizing resource use across equipment and supplies.**

**In courier operations, increased accountability and security for materials in transit, reduced complaints, and provided time and photo proof of delivery.**

**Saved \$115,000 annually by reducing courier routes from 15 to 12, lowering fuel consumption, and setting a 30 minute delivery window for better reliability**

## CLIENT IMPACT

**LGE and KU gained clear visibility into mail, print, and courier activity across the organization. Teams now present higher quality mail to the mailroom, rely on a single print center for faster and more consistent output, and track courier deliveries with time and photo proof. The organization reduced waste, improved internal service, and aligned its support operations with cost and sustainability goals.**

## WHAT'S NEXT

**OMG will continue to monitor volumes, costs, and service levels across mail, print, and courier operations. Future opportunities include deeper use of analytics for rate and route optimization, expanded digital tools for user self service, and ongoing education to maintain quality and protect savings as business needs evolve.**



**See how OMG can streamline your operations at [omgservices.com](http://omgservices.com).**