

At a Glance

- **Industry:** Document Management
- **Application:** Mail
- **Results:** Identification of £6.5m p.a. savings with an improvement in service



OPS
LOGISTICS CONSULTANCY LTD
POWER TO HELP™

Case Study

iredpartnership



Strategic Review on Mail

iRed Partnership Ltd (iRed) are a company specialising in the full life cycle chain of Document Management Services (DMS), including: Data Management, Creative Artwork & Design, Pre-Press, Print Production, Warehouse & Fulfilment, Logistics, Mail, Open – Sort & Distribute, and Scanning – Indexing & Archiving. iRed bring a unique Ethos to the market place, in a complete understanding of the DMS environment, a high level of flexibility and the mantra to guarantee savings for the customer.

OPS Logistics Consultancy Ltd (formerly Oracle Logistics Consultancy Ltd) was commissioned to conduct a strategic review of one of iRed's customer's mail processes. This included a full analysis of current methodologies, identification and verification of all base data, development and management of procurement process for outsourcing, identification of savings and process improvements, creation of a change of procedures, administration of risk analysis, negotiation of contract, development of Service Level Agreement (SLA) and development and management of the implementation process.

The results have been:

- **Identification of Savings:** The detailed process enabled the identification of £6.5m p.a. worth of savings.
- **Change of mindset:** Through complete customer involvement from the start through to completion, the customer was able to easily adapt to the change in supplier and new processes.
- **Procurement of new Supplier:** A fully auditable procurement process was able to identify a supplier with both the capability and cultural fit, whilst minimising any perceived risks.
- **Agreement to a sound Contract and SLA:** Through a complete understanding of the Product, Market Place and Customer expectations, a robust and manageable contract and SLA were developed and agreed.
- **Smooth transition:** By developing a detailed implementation plan and securing agreement from all parties, the transition between suppliers was seamless.
- **Clear Governance:** Development of a clear set of Governance procedures was developed and agreed to ensure clear lines of communication and responsibilities.

Malcolm Lawrey, iRed Chief Operating Officer, stated: "OPS Logistics Consultancy (OPS) has demonstrated a complete understanding of customer expectations, mail complexities, and operational requirements. They delivered in full, whilst managing stakeholder perceptions on a multi tiered basis. Would recommend OPS to any company with a logistics requirement."