CASE STUDY

Sodexo ensures client satisfaction through mail tracking from Quadient

For more than ten years, food services and facilities management company Sodexo has partnered with Quadient, a leading provider of communications, document management and parcel solutions. Sodexo provides a range of services to organisations in the public and private sector, including catering, public space maintenance and mailing solutions.

As a preferred supplier, Quadient designs and delivers solutions for the management of inbound and outbound communications, both physical mail and digital, to meet the needs of Sodexo's varied client base. In 2019, Sodexo approached Quadient to recommend a mail management solution to record and track the arrival of important mail into one of its government client's organisations.

"ALL THE CHALLENGES WE KNEW OF AT THE BEGINNING HAVE BEEN MET BY QUADIENT WTS AND IT'S EVEN GONE FURTHER"
Chris Norris, head of portering and logistics, business improvement and growth support at Sodexo

> "We wanted something easy to use. WTS delivers what we needed – an audit trail, tracking and a signature at the end of it. It streamlines the whole management and processing of recorded, special delivery and other barcoded mail items and makes it more secure and efficient."

Chris Norris, Sodexo

An efficient system for time-sensitive mail

The client receives on average around 1,000 mail items a month that need to be tracked. Full traceability was the absolute priority so that it is always clear from the time mail is received on-site exactly where it is, right up to the time it reaches intended recipients.

Chris Norris, head of portering and logistics, business improvement and growth support at Sodexo explains: "This organisation receives a lot of sensitive and personal mail so the solution would need to be able to categorically show the minute mail enters the building and the minute it is actually received by the recipient. The client didn't specify an electronic solution but was keen to see innovation in the recommendation."

Security, compliance, traceability, ease of use and speed were all priorities. As the mail in question is so time-sensitive it needs to be processed and delivered swiftly, therefore track and trace was essential, as was reliability.

To this end, the solution also needed to centralise inbound mail management through a single, auditable process, as tracking would not be reliable if different parts of the organisation had their own way of logging and delivering mail. It also needed to be scalable, to grow to accommodate any increase in volume..

Partnering to deliver for clients

Chris works with Nic Evans, senior business manager at Quadient, when a client requires a communications solution. Over the years, Chris and Nic have built a strong working relationship that ensures the right solution underpins the specification developed for each client.

Chris says: "Nic and I talked about the requirement in this case and a solution that would fit. It's a partnership, and through it Sodexo gains access to Quadient's expertise in communications and mail management. It works because Nic is as invested in the right solution for the customer as I am."

Flexibility is important as change inevitably occurs when projects move from the planning stage to implementation as Chris explains: "At implementation we carry out due diligence at the client's site to verify the data the solution is based on. For this particular client, I worked closely with Nic to understand what we needed to change whilst still meeting the budget."

Mail tracking through WTS

WTS (web tracking system) was put forward to meet the needs of this client. WTS tracks parcels and important mail items from the time they arrive on site through each delivery stage until handover to the end recipient, when electronic proof of delivery can be captured.

It comprises handheld scanners which scan the barcodes of incoming mail to register details in the database, at which point recipients are selected from the internal address book. They are sent email notifications of the arrival of their items and the barcodes are scanned at each stage of the delivery chain for real-time status tracking. On delivery, recipients sign on the devices and notifications are sent back to the system along with electronic proof of delivery.
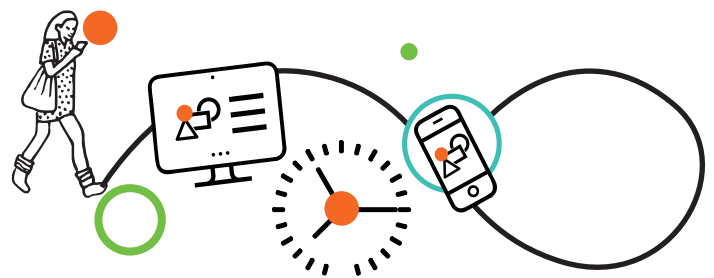
RECORDS SHOW WHEN EVERY ITEM WAS DELIVERED, TO WHOM, ALONG WITH A SIGNATURE

Chris says: "We wanted something easy to use. WTS delivers what we needed – an audit trail, tracking and a signature at the end of it. Also, it enables management information that can be actually used. It streamlines the whole management and processing of recorded, special delivery and other barcoded mail items and makes it more secure and efficient."

A successful implementation

The success of the WTS implementation for Sodexo's government client was the culmination of Quadient and Sodexo working together to deliver the right solution in the right way.

Chris says: "Every single mail item has been received and tracked to recipient. Records show when every item was delivered to whom, along with a signature. All the challenges we knew of at the beginning have been met by WTS and it's even gone further by identifying new challenges that the client didn't even know were there. This has given us the opportunity to look at finding solutions to those problems to further improve service delivery."

Why Quadient?

Chris Norris says: "Quadient's products and services do what we want them to do and tick the boxes we need them to tick - they're what our clients are looking for. Mail used to be really under-appreciated. The assumption was that mail management is largely manual but, through the partnership with Quadient, I'm able to show there are solutions and services with benefits, such as efficiency savings."

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Sodexo and Quadient

Food services and facilities management company Sodexo provides a range of services to organisations in the public and private sector, including catering, public space maintenance and mailing solutions. Quadient is a leading provider of communications, document management and parcel solutions. For more than ten years, Sodexo has partnered with Quadient to recommend and design solutions for the management of inbound and outbound communications to meet the needs of its varied client base.

Challenge
In 2019, a government organisation approached Sodexo to recommend a solution to track and manage time-sensitive, confidential inbound mail.

Results
Every single mail item has been received and tracked to recipient. Records show when every item was delivered, to whom, along with a signature.

Solution
WTS tracks parcels and important mail items from the time they arrive on-site through each delivery stage until handover to the end recipient, when electronic proof of delivery can be captured.

Method
The success of the WTS implementation was the culmination of Quadient and Sodexo working together to deliver the right solution in the right way.