

Neopost solutions help Uttlesford District Council slash time spent processing outgoing mail



Challenge

Uttlesford District Council wanted to ditch manual envelope stuffing for mailroom automation to free up staff time to focus on other important activities.

Results

Documents are now inserted into envelopes in around a quarter of the time it used to take, and outgoing mail management is now more efficient.

Solution

The IN-600 Franking Machine processes up to 110 letters per minute and works together with the DS-200i Folder Inserter which fills up to 500 envelopes per hour and handles a wide variety of inserts. Output management software simplifies and automates document creation so that each insert of multi-page documents reaches the correct recipient.

Method

The team looked at a Neopost solution working alongside another option.

Uttlesford District Council is a local authority based in the medieval market town of Saffron Walden in Essex. As a district located between London and Cambridge, London Stansted Airport is the main business within its area. The council's vision is to work together for the well-being of the community and to protect and enhance the unique character of its district. Through the work of up to 200 employees, it aims to promote thriving, safe and healthy communities, protect and enhance heritage and character and support sustainable business growth. It also strives to maintain a financially sound and effective council by spending wisely and ensuring its services are as effective as possible.

The challenge

The council sends out around 200,000 items of mail a year. The majority of these are standard letters with some parcels, sent using a range of posting services including Royal Mail Special Delivery and Signed For. Two or three of the seven staff members of the mailroom team would spend up to three or four hours a day manually inserting correspondence into envelopes for posting. This was a significant drain on the team's resources.

"With the volume of post we're required to get out each day, the main issue was time," explains Robert Cant, the council's Print and Mailroom Manager. "As well as standard letters, the team deals with leaflets and various guides that we send out to the public. Some days it was a challenge to get it all done manually."

The process

As the council had been using a Neopost letter opener for a number of years, the team looked at a Neopost solution alongside another option. "We felt that the Neopost equipment would handle all the types of leaflets and documents that we want to send to our customers," says Robert. "It did everything we wanted."

The IN-600 Franking Machine, together with the DS-200i Folder Inserter, was selected to speed up and simplify outgoing mail processing. Mail output automation was also made possible through Neopost's Output Management Software for automated collation of multi-page documents.



Uttlesford District Council

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Robert Cant,
Uttlesford District Council,
Print and Mailroom Manager

The solution

The IN-600 Franking Machine processes up to 110 letters per minute and easily integrates with Neopost's folder inserters for an automated mailing solution. It is easy to use with clear navigation and shortcut keys to eliminate keystrokes when selecting mail class. The DS-200i Folder Inserter is highly productive and flexible, filling up to 5,000 envelopes per hour and handling a wide variety of inserts. It collates, assembles and folds documents so that they are presented together and in the right order. Output Management Software simplifies and automates document creation, ensuring that each insert of multi-page documents reaches the correct recipient.

Delivery and results

Once the mailroom had been prepared for the new equipment, the installation was a smooth process, taking place over two days. It was important to Uttlesford District Council that the mail still went out during the transition. This was achieved, with Neopost working closely with the team to ensure that staff could still get on with their daily duties and that time without a franking machine was minimised.

After half a day's training, the team were fully up and running and able to use the equipment and software. Neopost's engineers also made themselves available after set-up should any needs arise.

The solution has greatly increased the efficiency of the council's outgoing mail management, with a significant reduction in the time it takes to put mailings together. "Envelope stuffing is now fully automated, which has saved us a lot of time," says Robert. "From up to three or four hours a day, it's now done in around an hour."

This has freed up staff to focus on other value-add activities for the council.

"The touchscreen is simple to operate so the team were able to use the equipment quickly after it was installed," adds Robert. "That was a factor in why we went with Neopost."

Customer feedback

"We use the franking machine and folder inserter on a daily basis and they can handle pretty much every document type that we want to send out in the post. It's meant that there is now no, or very little, manual insertion of documents into envelopes. The solution is reliable and meets all of the needs we have. The engineers are also reliable; they arrive promptly and are always very helpful."

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