

A photograph of a mailroom with rows of white mailboxes. Each mailbox has a red envelope slot. The number '27' is visible on one of the mailboxes. The image is slightly blurred and has a warm, golden-brown overlay.

Mailroom Management software countrywide implementation to manage 6000 consignments per day

BUSINESS CHALLENGE

The business was managing over 6,000 consignments across the country on a day to day basis. The mailroom operations were managed on standalone windows application across all locations without any coordinated tracking of the consignments. The lost in transit was a routine affair due to multiple reasons and there was no tracking of the consignments.

With a massive 3,300 plus locations on individual systems and not connected, it was a challenge to integrate the whole logistics solution on web and customize them to their unique requirement and scale in terms of IT infrastructure. It needed to track every consignment from the origin to the destination, to the safe hands of the rightful owner. Moreover, it was very difficult to reconcile the day's work without knowing the exact status of each consignment.

It also had to make deliveries for the CXOs and the senior management that needed data to be updated at the place of delivery on the go.

THE CLIENT

A top Indian conglomerate with businesses in diverse sectors across energy, petrochemicals, textiles, natural resources, retail, and telecommunications wanted to streamline their mailroom operations. The business house has a corporate park in Mumbai its headquarters and has over 5000 sites and growing in operations for its varied business subsidiaries. They had their own mailroom process and handling the logistics internally along with courier companies as partners.

THE SOLUTION FROM eFACiLiTY®

eFACiLiTY® offered its Mailroom Management System to streamline the entire operations and took in the custom requirements that were unique for the business group, with mega corporate office and over 3,300 locations across the country.

A web application meant it was easy to login from any of the locations and update the history/tracking of the consignment. With barcode generated for every consignment, the data updating was just a one-time affair. The consignment can be tracked to the destination and scanned for veracity and delivered accordingly.

Today, the business group has achieved a near 100% efficiency in its mailroom management with its tracking of consignments end to end from origin to the destination.

The numbers have grown to over 8,000 consignments in a day and spikes to over 15,000 during festive seasons and it's all managed-on Mailroom Management System, the lost in transit coming close to zero.

They reconcile the consignments every day and are in full control of each consignment's day in and day out.

The module also has a mobile application extension for personal deliveries to the senior management that is updated at the time of delivery.

FEATURES

- Easy tracking of inbound/outbound consignments
- Bulk/Batch processing delivery of consignments through Bag/Super envelope
- Provision to generate barcode/QR for the consignment
- Printing consignment number with respect to the checklist/sender/consignment number/destination (To be delivered through Courier/Post/Hand delivery)
- Triggering mail to the sender and receiver once the consignment is delivered from the mail room
- User-definable consignment rate matrix – consignment type-wise, Courier Service Provider wise
- Consignment delivery tracking through Web and Mobile app with delivery confirmation notification
- On screen signature capture for acknowledgement of deliveries
- Provision to view the pending consignments yet to be delivered, reconcile consignments on a day to day basis
- SLA based on the type of consignments
- Audit trail for each consignment
- Configurable, alert notification for tracking, deliveries of consignments