



MAILROOM SOLUTIONS

The common misconception in business today is the mailroom has little impact on the overall profitability of an organisation.

Scenario

AMP is a leading wealth management company operating primarily in Australia and New Zealand, with more than A\$79 billion in assets under management. Their core business includes retirement savings and income, investments, financial planning, insurance and banking.

Converga provides managed mailroom services to AMP's business on a national basis. Converga's operations are conducted utilising off-site mail processing centres in Sydney, Parramatta and Melbourne, servicing more than 3,700 AMP stakeholders and staff.

Challenge

How do you implement a national off site mailroom solution for one of Australia's largest Financial Services Organisations?

Solution

Converga has implemented a national off site mailroom solution for AMP servicing the NSW and Victorian operations of the General Insurance and Banking operations of the client. The implementation took just 6 weeks and involved the creation of an Off-site mail hub that has created improved daily service to the AMP business at a 15% less cost.

CASE STUDY



Converga is not aligned to any particular supplier nor are we a subsidiary of a “parent supplier” of mailroom services or mail products (consumables) in Australia. As such, we were able to act in the best interest of our client, without compromise or conflict of interest. This was particularly relevant and beneficial in the management of consumption of third party services (e.g. postal and courier in particular) to ensure preferred suppliers, correct services and the best rates are adopted.

This particular operating model allowed us to utilise our ‘economies of scale’ whilst contributing to the increase of AMP’s overall profitability in the mailroom space.

Outcomes

"Converga has set the benchmark for good governance reporting in outsourcing at AMP"

Greg Attewell - Commercial Manager, The Alliances Group

“Converga demonstrated a defined competitive edge ahead of its competitors. Their represented knowledge of postal systems, complete independence, familiarity with best of class technology, ability to provide good staff on demand and skill in building sustainable relationships within AMP was obvious.”

In addition, the reporting detailing their attainment of set SLA's, precisely what was delivered. This has set the benchmark for good governance reporting for all providers of outsourced services to AMP.

Did AMP make the right decision appointing Converga?
"Absolutely," says Greg.

Where future solutions become a reality today,

Converga.

Facts @ A Glance

- 400,000 mail and courier items per month
- Implementation undertaken within 6 weeks
- Transition plan executed from existing service provider
- Development of a continuous improvement strategy
- Cost reduction of 15%
- Flexibility and Scalability