



Mailrooms aren't sexy. They're just vital. And, well, resource consuming.

The process of opening, sorting, and processing the thousands of documents that flow through your operation each year consumes a lot of time and resources. And when there's a problem—with equipment, with personnel, with any number of mailroom headaches—some or all of your management team will spend time dealing with it. While they are, they won't be spending time where they should be: on your core business.

For a growing number of companies, the best solution to running highly efficient mail operations is to stop doing it themselves. They're outsourcing mailroom management to outside experts.

They're reaping some very positive results.

Building a case for outsourcing.

Beyond the simple fact that mailrooms, like all facets of your operation should not be a source of angst or frustration, there are practical, measurable reasons to consider outsourcing.

First, there's the time factor. Outsourcing mailroom operations keeps the mail running on time. And it does so without getting in the way of what you actually do for a living.

Then there's the staffing. Studies show that if you have more than five people dedicated to the responsibilities of mailroom services, you will benefit from hiring an outside firm to manage them.¹ So, if you're thinking about hiring an outside vendor, start by looking at your own staffing. Ask yourself, and your c-suite, if you're using your most valuable investment in people, wisely. Think about training, too. Are your mailroom staff members well-trained and up to the evolving challenges of their jobs?

Now, about your mailroom technology. A strong case—relatively easy to quantify—can be made that if it's outdated or constantly needing service, it's a drain on productivity and likely is eating too many maintenance hours. Those hours could be better spent elsewhere, especially when a mailroom management partner would always keep your equipment up to date and fully functioning.

¹<https://cwservices.com/calculating-the-roi-of-outsourcing-your-mailroom>



Also, ask if your remote workforce is getting the mail it needs when it needs it. Is your mail service up to the task of today's digital, connected workplace? This is a critical question for any company handling mail on its own in today's work environment.

The advantages of outsourcing.

You save money.

Expert service providers take care of back-office functions at a lower cost and higher quality than if they were handled in-house.³ Mailroom outsourcing keeps all of your systems running at peak efficiency and boosts profits. It gives you added budgetary flexibility; you can add or reduce services as your needs evolve. Your managed services provider can even help you quantify your results with reports on monthly trends, quarterly and annual business reviews, SLAs, and SOP yearly reviews.⁴ Outsourcing also gives you the best postal rates and generates savings on equipment and third-party contracts, which further reduces the costs of operations.⁵

You get the best people.

A mailroom service provider hires and trains experts. They build teams, manage internal processes, and implement all services seamlessly.

You boost efficiency.

Hiring a single mailroom outsourcing vendor increases efficiencies and results in seamless processes. Whether it is re-designing workflows or ensuring there is the optimal headcount for the mail volume, your provider will handle it. Your top talent is free to focus on achieving business goals.

You're always ahead of the curve.

Mailroom service providers invest in the technology, process-improvement methodologies, staff training, and other resources necessary to achieve the highest level of performance.⁶

How to analyze your outsourcing opportunity.²

- Perform a market survey
- Do some benchmarking
- Talk to equipment manufacturers to understand pricing models
- Get all the information you can on the mailroom services you need

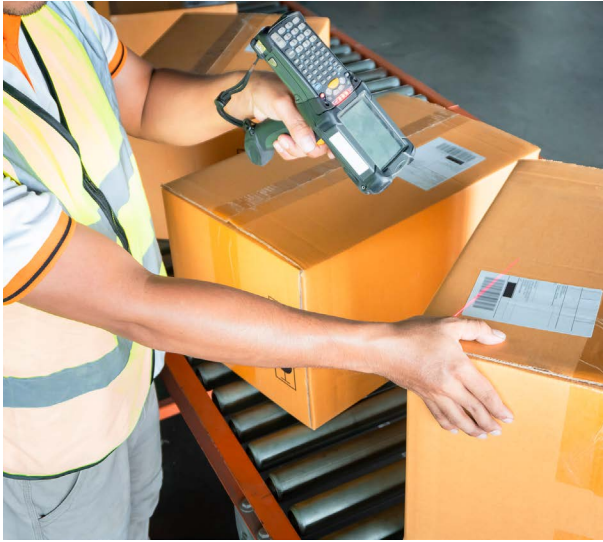
²<https://cwsservices.com/calculating-the-roi-of-outsourcing-your-mailroom>

³"An Introduction to Mailroom Outsourcing," Datamark Incorporated

⁴<https://cwsservices.com/calculating-the-roi-of-outsourcing-your-mailroom>

⁵<https://www.swisspostsolutions.com/en/solutions/what/mailroom-services/mailroom-outsourcing>

⁶"An Introduction to Mailroom Outsourcing," Datamark Incorporated.



Hiring a mail services provider.

Before you choose a vendor, step back. Do some homework. Start by considering the return you expect to receive on the investment. Make a list of your current costs for:

- The equipment related to mailroom services
- The number of people required to do the job
- The current salary range of positions within those services

After you've done your homework, you should be ready to interview prospective mailroom partners. Use your research and the interviewing process, to make a decision.

Best practices for managing an outsourcing relationship.

Plan ahead. Know what you want.

Be specific. Write things down and share them internally, to get buy-in from all decision-makers.

Set goals and objectives

Before you hand over the mailroom keys, sit down with the company's key personnel and talk.

Ask for reports based on agreed-upon metrics.

Any mailroom services provider should quantify its progress in meeting your goals and objectives. You can and should expect regular reports on how your MSP is performing.

Establish a clear channel of communication.

The members of your vendor's team should regularly report on the status of their work, and ensure they're meeting or exceeding expectations.

Determine how to handle troubleshooting.

To ensure everything runs smoothly, day in and day out, it's vital to establish responsibilities and points of contact. Make sure everyone knows who's in charge of what.

The experts at EG Workforce Solutions are ready to share more ideas, feedback, and support for outsourcing your mailroom services. To get the conversation started, contact info@egnow.com.