

Efficient Logistics for Internal Mail Services

Economical processing of internal mail thanks to state-of-the-art infrastructure and lean workflows

Over the past decade, the volume of letters exchanged with our customers through the postal services has gradually reduced to some 5'600 items daily. The infrastructure required to handle this nonetheless substantial volume remains significant. A logistics project has been designed to further streamline, accelerate and economise internal mail processing.

The Client

- Leading Swiss group in the chemical industry
- Logistics & Transport Section – Internal Mail (receiving, sorting, distribution)

The Objective

- Generate and implement a cutting-edge concept for processing the internal mail, thereby supporting the cost-effective execution of daily business operations.

The Solution

- The existing sorting facility is to be replaced by a new scanning-sorting system.
- Once opened, incoming mail items are scanned and transferred electronically to the recipients by email.
- Opening of mail items is undertaken in accordance with clearly defined rules. Items marked, e.g. «Personal» or «Registered» are not opened.
- Mail items that cannot be scanned are distributed to a central point on each floor, from where they are picked up by the recipients.

The Client Benefits

- Mail is received much earlier by the recipients.
- The scanning-sorting process fulfils the stringent security requirements.
- The investment of CHF 1.2 million can be amortised within approx. 18 months.