

Mailroom Management Solution



By **Avon Solutions & Logistics Pvt. Ltd.**



Avon Corporate
Presentation

Avon

Our Vision, Mission, Core Purpose



Vision - To be a premier Business Support service company

Mission - To grow through technology innovation & near zero error solutions in hitherto neglected services

Core Purpose - To be the first choice Mailroom service provider by transforming the conventional mailroom into the power centre of the client's organisation by creating total delight to customer

Our Strength



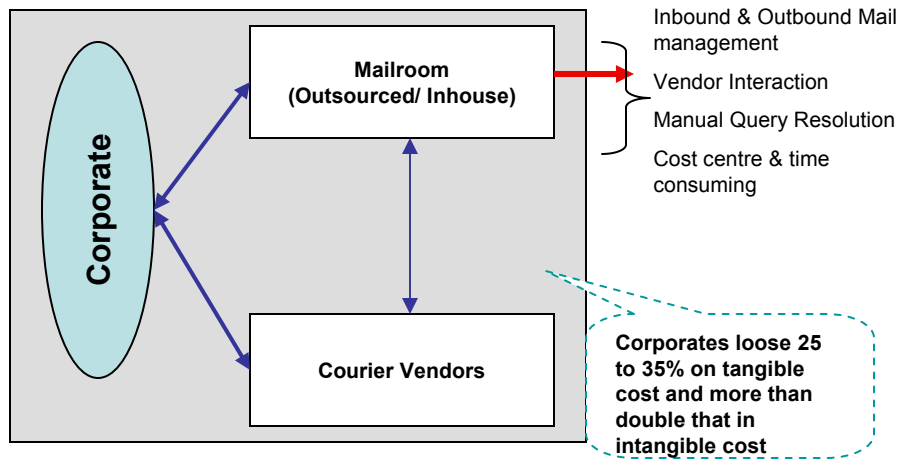
- **Pioneer in the professional mailroom business in India**
- **Integrated solution encompassing people, process, technology**
- **Maximum automation & up to date in technology**
- **Product ahead of time & Client expectation**
- **Every client implementation has given new levels of quality achievement**
- **No competition in terms of scope of solutions**
- **AAA & transnational clients in BFSI, Consulting, Manufacturing**
- **Industry specific tools for Banking, Insurance, Consulting (Call centre) with substantial pre-processing capabilities.**
- **True international show case in terms of technology adoption, processes, communication management, cost savings, TAT management**
- **Substantial customer value creation & hence customer lock-in**
- **Proven execution capabilities of large deals**
- **Strong Brand Image; Premium positioning; High Recall value**

On par with best practices in the world

Conventional Mailroom & Avon's Mailroom...



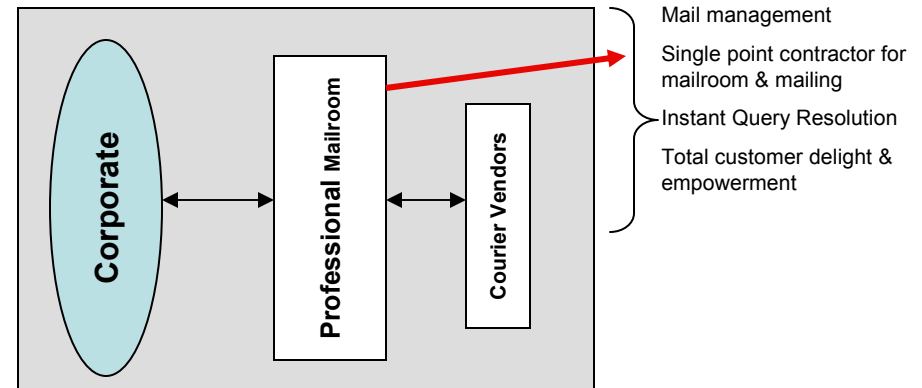
Conventional Mailrooms



Disadvantages of conventional mailrooms

- Poor Service quality
- Lower Manpower productivity
- Sub optimal process
- No automation/ technology initiatives,
- Higher mailing costs since no vendor management tools are used
- TAT deficiencies; Possibilities of non-traceable misuse, frauds, & delinquencies
- No MIS and high query resolution time;
- No integration between mailrooms, if multiple branches
- Prime Employees' productive time used up in mailroom activities & querying
- Mailroom is a cost centre

Avon's Mailroom



Avon's Mailroom What do Corporates' get?

- + Very high service quality; Substantial user friendliness
- + Trained manpower; So high productivity & well motivated
- + High quality near zero error process; replicates a top of the line courier operation within an organisation & its branches
- + Total automation & Substantial technology adoptions
- + Total control of mailing activity & vendor management; Substantial cost savings
- + High significance to TAT; data capture of all activities; remote possibilities of misuse.
- + MIS/ Reporting; total empowerment of corporate; minimal query resolution time
- + Seamless Interfacing
- + Total relief of mailroom activities for Corporate; Savings in cost, rapid transformation in Corporate productivity
- + Mailroom is the power centre

...Sector Specific Solutions...



Front End Mailrooms

Caters to



BPO, IT Sectors

Features are...

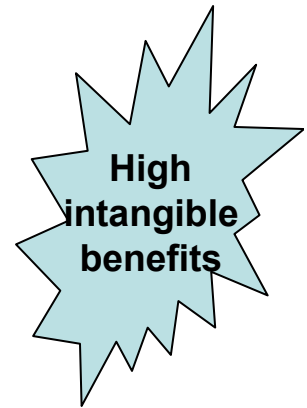


- High growth companies
- Transnationals
- Low mail vendor base
- Sophisticated systems
- More inbound mails, so high mailroom interaction
- High volume international mails and Low volume domestic mails

Avon's solution



- Very technology intensive
- High quality manpower – well trained & skilled
- Intensive mailroom & user interface through up to date technology use
- Total user delight & empowerment

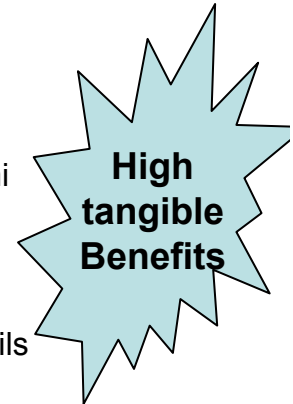


Back End Mailrooms

Banking
Insurance
Telecom, etc

- Rapid growth
- Multiple branch structure
- High volume of outbound mails - domestic & inter branch mails
- High mail vendor base
- Incoming mails – scope for pre-processing by mailroom

- Very manpower intensive
- Moderate technology use; Process intensive
- Combination of skilled and semi skilled manpower
- Intensive vendor management practices
- Pre-processing of incoming mails

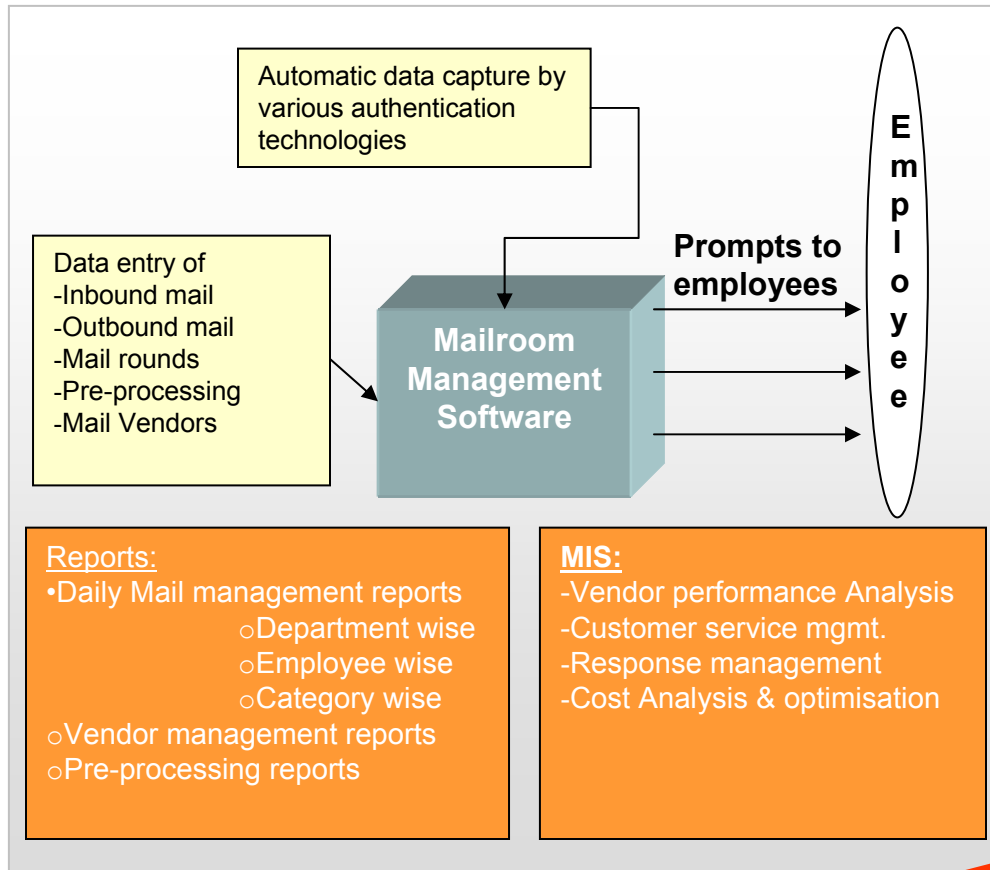


...Our Benchmarking...



- **Single Service Provider**- >All Client locations work in unison through synchronisation & optimization of resources for overall mail & mailroom management, & customer service
- **Service quality improvement** -> Process redesigning, Process truncation/ Enhancements, standardized monitoring & control systems
- **Manpower management** -> Well trained, well optimised & highly motivated 24 x 7 manpower, enhanced scope of service from same manpower
- **Vendor Management** - > Total management of 3rd party vendors, Negotiation of contracts, Constant review of Vendor Performance, benchmarking, vendor alignment , bulk mailing, in house franking
- **Technology adoptions**- >maximum automation, use extensive up to date IT, ease out manpower cost & maximize service quality, drastic reduction of errors, instant query resolution
- **User friendliness**- >finger print solutions; possible integration of services beyond mailroom profile such as pre processing of incoming mails (cash management for banks, claims processing for insurance companies); total user delight & convenience
- **High quality practices** -> Continuous improvement initiatives, near error business process solutions
- **Corporate Productivity**- >Reduction in query resolution time, datamining / MIS for user empowerment, accuracy, speed & efficiency.

Proprietary Software & Its highlights



Highlights of the present software are:

- ISS compliance
- Is dynamic and handling about 5 different verticals
- Has gone thru' several quality audits by AAA companies
- **Undertakes -**
- Total Process management & automation
- Tracks vendor performance, rates and time management
- Tracks cost management department wise
- Prompts users to reply, forward, or take action, in effect prioritizes/ advises on course of action
- Enables query resolution of any dimension
- Integrates/ and synchronizes multiple mailrooms for the same client
- Resources management & allocation
- Productivity monitoring & management
- Activity based Quality checks.

Is being further upgraded to accommodate multi lingual & tax implications for countries across the globe & thus become first of its kind in the world

...Latest technologies used.....



Avon TrackIn



Uses authentication technologies such as Bio metric, RFID tags, HID/Access cards, Signature Pads for inbound mail management & electronic storage of proof of delivery;

Very secure & hence enormous reduction in frauds & misuse;

Enormous reduction in TAT in mail rounds, etc.

Avon mailkiosk



Mailroom information at common areas through touch screens for employee use;

Very useful in Corporates with high employee base such as IT & BPO's & high volume of personal mails;

Avoids queuing of employees at mailroom premises;

Reduction in loss of Corporate productivity due to mailroom queuing.

Avon mailnet



Inter branch mailroom networking for Corporates with large branch network;

Very useful for banks, insurance companies, telecom, etc.;

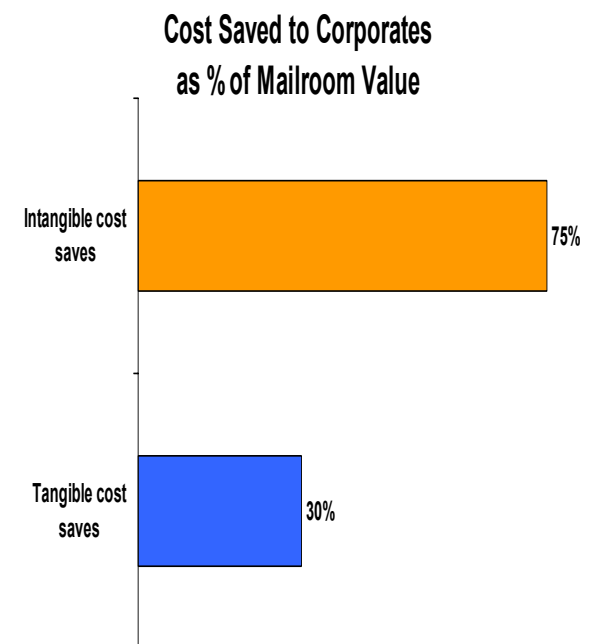
Aimed at co-ordinating & Synchronising of Independent mailrooms of multiple branches to work in unison;

Instant update on Inter branch mails to be received for automatic cross verification.

How different are we?



- Our object - to elevate the Conventional mailroom into the power centre of the Corporate & it reflects in every step we undertake
- "mail delivery within 3mts" - A Challenge made into reality and today a standard practise at all avons sites.
- Conscious of Client's Return on Investment - Cost returns
- Tangible benefits thru' -
 - Stream lining of Vendor base
 - Reduction in mailing costs of almost 10% to 30% (in most cases)
 - Alignment of Process & manpower
 - Tangible savings of 10% to 30%
- Intangible benefits thru' -
 - Instant query resolution mechanisms driving enormous savings in prime time of employees
 - Enormous conservation of middle management time due to preprocessing legs
 - Real Savings thru' Instant Query resolution & Pre processing leg if quantified.
- True international showcase for the Corporate in terms of technology adoption, processes, communication management, cost savings, TAT management, and all round efficiency



...Success Story...

(High outbound mails – Back end mailroom)



Solution Implemented

Client Understanding

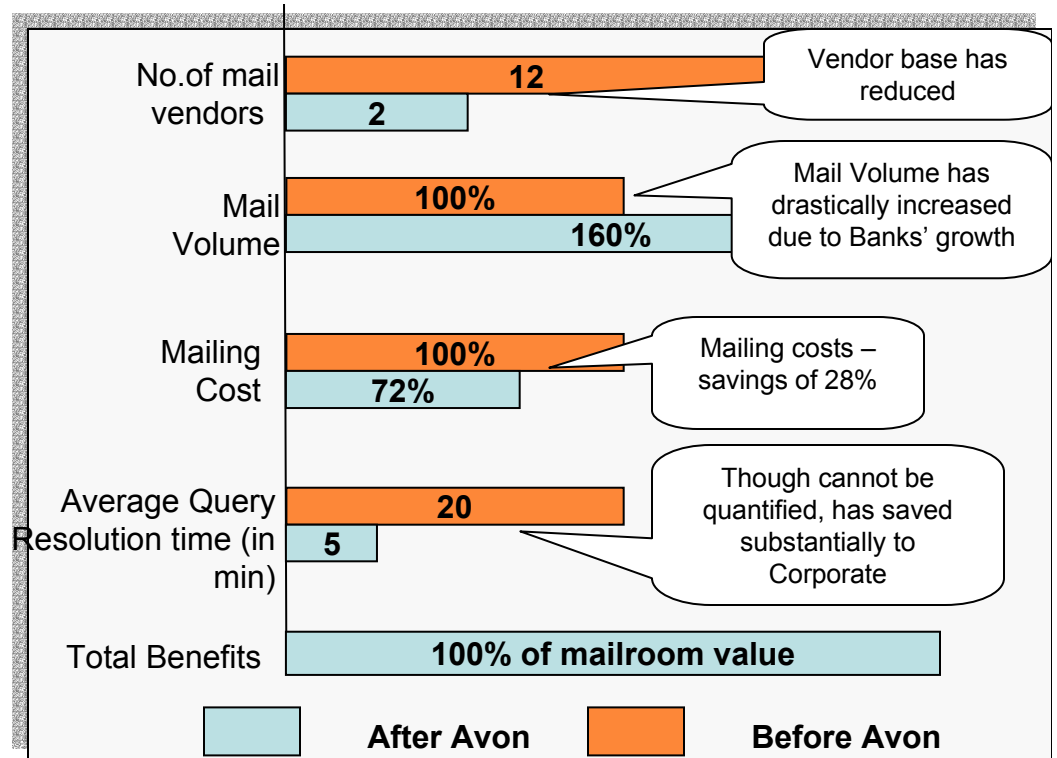
- Multinational Bank
- High branch network; 14 locations; 28 Branches – Pan India
- Large volume of outbound mails
- High Inter branch mailing; Most of them Priority mails
- Post VRS conditions

- Total Automation of operations
- Vendor alignment, contract negotiation, monitoring & control
- In house franking & consolidation of mails for bulk mailing benefits
- Standardization & synchronized working of branches

Process Gaps

- High vendor base
- No standardisation of rates
- No vendor management tools
- Mailroom process overlaps even for management manpower
- No traceability of documents
- High query resolution time

Benefits Accrued



Case Study – BPO (high inbound mails – Front end mailroom)



Client Understanding

- Transnational company
- Growth Rate of 30%+
- 8000 employees; 5 locations; 15 buildings
- Large volume of inbound mails including ordinary mails for employees
- 24 X 7 requirement
- Decentralised operations

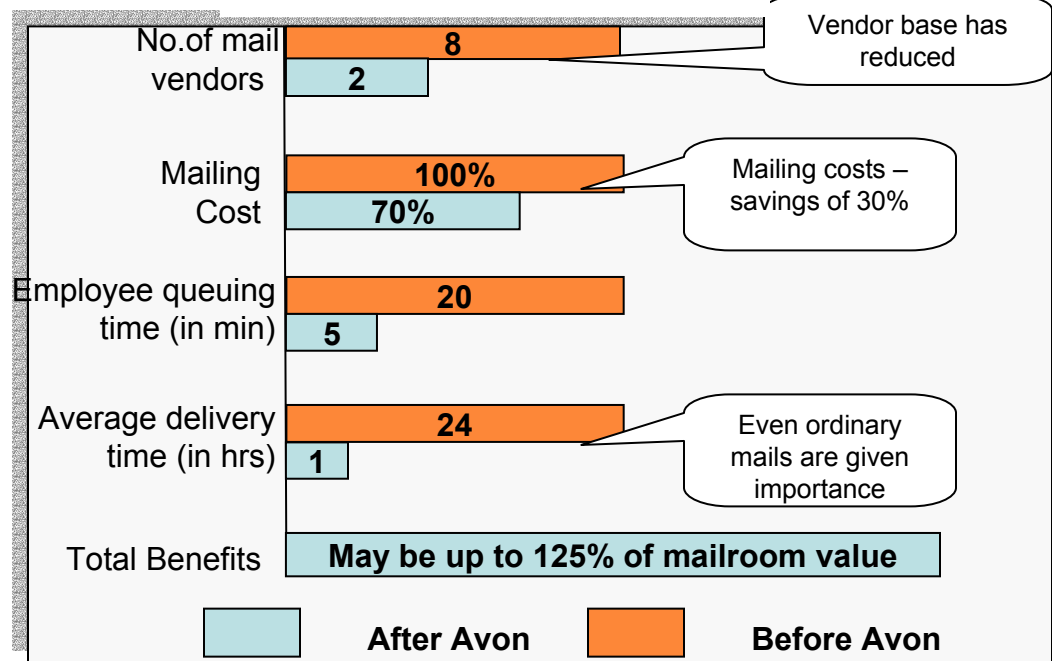
Process Gaps

- Sub optimal process for both inbound & outbound mail management
- Higher mailing costs since no vendor management tools are used
- Possibilities of non-traceable misuse, frauds, & delinquencies
- No MIS and no instant traceability
- Prime Employees' productive time used up in mailroom queries/ queuing

Solution Implemented

- Total Automation of operations
- Process Optimization
- Total user delight using combination of technologies
- Vendor alignment, contract negotiation
- Secure operations
- Significant Intangible benefits

Benefits Accrued*



* Within first one month of operation; Solution is being further optimised

...Future – Our Vision...



- ↳ Dominant Player; Preferred Vendor to Top-100 companies
- ↳ Achieve critical scale for self fuelled growth
- ↳ Best practices in the world in terms of people, rapid technology adoption and high quality processes
- ↳ Tap overseas markets; CUSTOMER DRIVEN EXPANSION TO INTERNATIONAL MARKETS ALREADY CONTEMPLATED

**Emerge notable mailroom vendor
Even on an international scale**

Competitive Edge to enter International market



- Courier Industry Background in one of the most complex & unorganised markets in the world
- Pioneer in the mailroom business in the Indian market
- Strong domain expertise in Banking, Insurance, and such rapidly growing verticals.
- Already working with transnationals; Has been rated as one of the best business practices in the world
- International Professional Mailroom business itself in a very nascent stage, but very rapidly growing
- Very few comparable mailroom business models even in the International level (based on our net research)
- Extensive adoption of up to date technology; Systems driven processes - Comparable to the best of business practices in the world
- Proven execution capabilities of finger print solutions