



Case Study

Industry: Healthcare

200+ location pharmacy services provider with limited visibility of all mail equipment and spend at all sites with limited reporting.

The Challenge

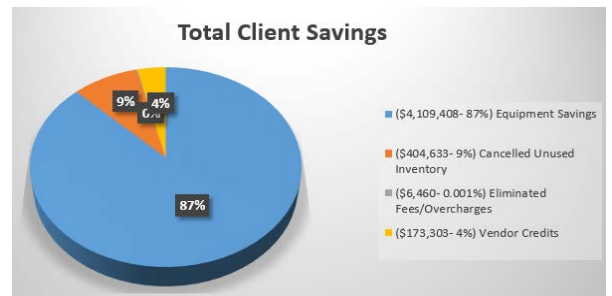
- Trying to manage their mailing equipment expenses.
- Postage costs were going down but the equipment spend was staying the same levels across their 200+ locations.
- Tracking equipment transitions through multiple moves, closures, acquisitions and divestitures involving large remaining mailing equipment lease balances.
- Limited vendor reporting

What Did Postal Advocate Do

Using our mail industry experience and expertise, we managed their mailing expenses and looked for savings opportunities.

The Outcome/Key Benefits

- Created an account plan that reduced their mailing equipment spend from \$1.7M to less than \$400K over the next 4 years and improved ROI.
- Reduced lease costs by \$648,120 (37% of the total portfolio) and by 89% for the sites
- Reduced the number of leases by 47% and the remaining lease obligation by \$821,655.
- Identified \$182,000 in billing errors and helped get refunds.
- Developed standardized pricing model that was 41-100% less than previous rates
- Provided full visibility using our web tool enterpriseAdvocate



The Process

- Surveyed each location, documented requirements and provided options
- Standardized equipment and right-sized the locations.
- Terminated redundant equipment.
- Managed a large scale settlement project
- Negotiated standard pricing with current supplier
- Expanded the solution set to include PC Postage
- Sent over 1500 emails and 500 phone calls to gain control and visibility of spend



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