



THE **#1**
MAIL SERVICES
PROVIDER
SINCE 1987

Novitex Mail Services

Novitex has spent the past 30 years earning the business of the world's leading institutions by delivering full-service, custom mail solutions efficiently and effectively.



We hold the greatest market share, managing more than 1,100 mail centers across North America.



36%
of the
Fortune 100



40%
of top
10 banks



4/5
of health
plans



30%
of Am
Law 50



The United
States House of
Representatives

Building and sustaining trust through service excellence.

Novitex has maintained its market-leading position by continuously creating the industry's best practices and advancing transformative mail processes and technology.



10 yrs
Average
client tenure



96%
Renewal rate for
our top 30 clients

Integrated Document Life Cycle™

In 2014, Novitex introduced a revolutionary concept to the market: the Integrated Document Life Cycle™ (IDLC™), an end-to-end framework that connects the five stages of the communication process, from the creation of outbound documents to the processing of inbound mail.

Our proprietary approach results in:

- ✓ Maximized savings
- ✓ Risk mitigation
- ✓ Productivity gains
- ✓ Improved end user satisfaction

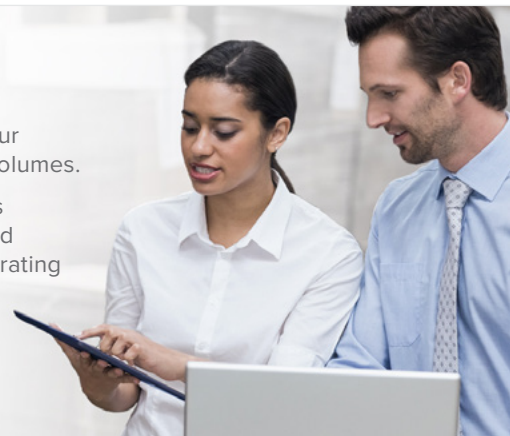
NOVITEX EXPERTISE

Our subject matter experts work with you to develop a solution that supports the most complex, integrated and highly regulated mail operation—managed either on-site at your location or off-site at a Novitex mail hub.

To custom design a solution that optimizes your mail while addressing your business's unique objectives, our subject matter experts assess the entire workflow to understand what's in the

envelope, the types of communications your enterprise sends, the mail's lifecycle and volumes.

Having a holistic, data-driven view enables our experts to make a recommendation and provide you with a business case demonstrating the value of the proposed solution. Their proposal may encompass all or some of the services listed below.



A SAMPLING OF MAIL SERVICES LEVERAGED TO BUILD YOUR SOLUTION

► Mailroom management

- Mailroom design and optimization
- On-site staffing
- Mail sorting
- Mail rounds
- Distribution support
- Accountable mail management

► Mail processing

- Mailpiece design
- Secure mail
- Address verification
- Inbound scanning
- Digital mail
- Return mail management

► Postal consulting

- Lost funds recovery
- Vendor overcharges
- Fleet right-sizing
- Contracts negotiation
- Inventory optimization
- Utilize postal programs

► Postage management

- Courier services
- Support of ancillary services



Case Study: Optimizing Mail with the IDLC™

CLIENT CHALLENGES

- ▶ Decree to reduce administrative costs by 10%
- ▶ Mandate to optimize the use of the client's Class-A real estate
- ▶ Slow and inaccurate inbound processing, especially with return mail: 16% of outbound communications were returned; regulations dictated these pieces must be resent.
- ▶ Management of hourly employees:
 - Employee attrition: Sought other opportunities with more growth potential
 - High administrative expenses: Paid wages higher than market average
 - Legal exposure: Strict regulations for the hiring, treating and scheduling of hourly employees



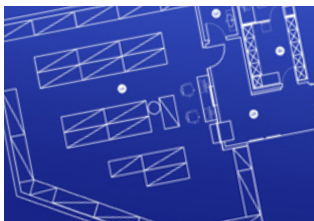
NOVITEX SOLUTION



Integration of workflows

Our experts determined that the client could combined the receipt of inbound mail with **content extraction, document scanning** and **distribution** into a single line with mail equipment and software to reduce errors, drive efficiency gains and improve processing time.

Novitex also introduced its proprietary **Address Verification platform** on the frontend and its **Return Mail platform** on the backend to reduce the amount of undeliverable as addressed mail, costs, compliance risks and processing time.

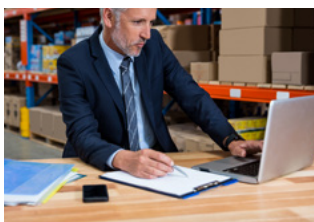


Mailroom design optimization

Our experts revealed that the client was not utilizing best practices in spatial design hindering the mail flow efficiency.

Our experts **redesigned the mailroom** to create separate inbound and outbound processing areas with left-to-right workflows to reduce the risk of errors and to increase staff productivity.

Additionally, with the client's package volumes growing at a steady clip of 5% per year, our experts implemented a new shelving system and **Intelligent Lockers** to optimize real estate.



Utilization of the workforce

With our solution, Novitex assumed the management of the workforce, becoming responsible for hiring, training and mentoring employees.

Additionally, Novitex assessed staffing levels and unearthed that the client had been scheduling staff based on a day's total mail volumes versus the hourly volume patterns.

Our experts used our **proprietary labor painting methodology** to building a staffing schedule the ideal utilization rate of 84 to 89%.

BENEFITS BY THE NUMBERS

400 Square feet of real estate regained

18% Reduction in administrative costs

23% Improvement in processing times

84% Decrease in rate of error

25% Reduction in staff attrition

Novitex Careers

Novitex invested in building a comprehensive Learning & Development program that includes on-the-job learning, shadowing, mentoring, e-learning training and tuition reimbursement to help employees expand their skillset and grow their careers outside of the mailroom.



EMPLOYEE SPOTLIGHT

Tatiana Koleva, the Vice President of Service Delivery for Financial Services, is one of many success stories here at Novitex. Tatiana began her career working in an entry-level mailroom position at Novitex and utilized our tuition reimbursement program to complete her undergraduate degree from The George Washington University and earn an MBA from Georgetown University.

She now serves as Vice President of Service Delivery and attributes her success in part to the fact that she engaged in her studies while also meaningfully participating in the workforce, allowing her to see first-hand when the theoretical models she was learning about in class could be applied to real-world workplace challenges.

THE PERKS OF NOVITEX

Novitex is proud to offer eligible associates access to a first-class benefits program that includes:

- ▶ Comprehensive health & welfare plans available to both full-time employees and their eligible family members

[Health](#) [Dental](#) [Vision](#)

- ▶ Robust Learning & Development program with online courses and live training
- ▶ 401(k)
- ▶ Health savings accounts
- ▶ Flexible spending accounts
- ▶ Paid Time Off-based plan (combination of vacation, personal and sick days)
- ▶ Income protection plans: Short-term disability, long-term disability and life insurance



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