

Improving the Student Experience Through Mailroom Optimization

CLIENT

Top U.S. University in the Nation's Capital.

CHALLENGE

Serving over 25,000 students, the mailroom at this private American university had become overwhelmed with care packages and online orders. Inefficient postal management created lines out the door and wait times of up to an hour.

ASSESSMENT

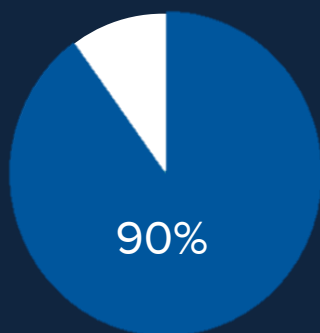
Following an in-depth analysis of this university's mailroom operations, we noticed a number of pain points that our solutions could address, including:

- Poor communication between mailroom staff and students
- Outdated system for package organization
- Lack of automation in package tracking
- Ineffectual space management
- Wasted spending on inefficient practices

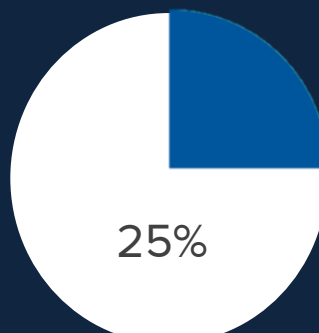
SOLUTION

Novitex reimagined this outdated mailroom environment. We automated the delivery process, implementing digital solutions to improve workflows and transform the end-user experience. E-mail alerts, mail kiosks, location-based scanning technology and digital tracking were all utilized to eliminate inefficiencies. We also fully leveraged the physical space of their mailroom, allowing extra space for Novitex to create a student waiting-lounge. A cumbersome process transformed into an efficient experience.

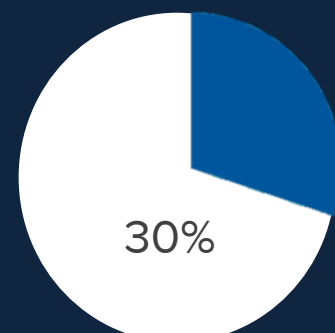
RESULTS



REDUCTION IN WAIT TIMES



LOWER MAIL SPEND



SHORTER PROCESSING TIMES