

Case Study – Addleshaw Goddard

Mailroom and Office Services Outsourcing

When leading law firm Addleshaw Goddard (AG) decided to source a specialist provider of print and mailroom services to support their business, they selected a partner with both the expertise to deliver excellence today, and the vision to deliver innovation tomorrow.

Now, more than two years into the contract and with over a £1million saved, the scope has grown to include additional services such as records management, on- and off-site scanning, stationery, binding and car services management.



The Requirement

With offices in London, Leeds and Manchester, servicing over 1,000 staff, AG were embarking on a first-time outsourcing programme for their mail and print services. Sustaining the highest standards of service was imperative to AG, and by appointing a specialist provider they hoped to inject a renewed drive for service development, innovation and cost effectiveness

The Solution

As with any outsourcing arrangement, but of particular importance in first generation outsourcing, is a sensitive approach to service transition and implementation. SPS' experienced project team ensured the

implementation was meticulously planned with frequent, clear and honest communication established from the outset.

The contract went live with a seamless continuation of service as usual, and within weeks the client was reporting an improved service culture and staff satisfaction scores were increasing.

SPS began to implement a service optimisation roadmap including the expansion of operating hours to meet client demand; inter-team up-skilling to strengthen service delivery without the need for additional staff; and a supplier appraisal programme to re-negotiate tariffs with all key suppliers.

New technology was implemented to enhance the tracking of value item movements such as courier deliveries and to measure service efficiency and service level adherence.

Within six months the optimisation programme had delivered savings of over £150,000, and the relationship between SPS and AG had matured to one of openness and trust. SPS were asked to take on responsibility for additional services such as car and chauffer bookings; stationery management; binding and finishing; records management; 'e-Bibling' and scanning services (both on- and off- site).

SPS' optimisation programme continued to gather pace with a re-tender of the multi-function device fleet cutting lease costs in half. A new print submission, tracking and recharge system soon followed which allowed AG to begin linking print jobs to 'case' or 'matter' numbers in a precise and reliable fashion – directly increasing the revenue of the firm.



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Staff development

From the start, SPS' commitment to driving innovation and continuous improvement struck a chord with AG. Above all, SPS' positive approach to developing the personnel whose roles were transferred over in the outsourcing process, made a deep impression on the firm's senior managers.

Within months of SPS' appointment, the company's focus on career development has led to the take-up of educational courses at every level, ranging from MBAs to NVQs.

Importantly, cross-training has taken place within teams in AG's offices, which has enhanced the skills of all staff. It has also delivered cost savings by reducing reliance on temporary staff to provide cover within the teams.

AG's Head of Information Services Caroline Cleveley said, "SPS has done an outstanding job of enhancing our systems and processes with a focus on improving service standards and eliminating unnecessary costs. SPS' commitment to training and development of the teams has also reinvigorated the people and renewed their commitment to achieving targets and objectives – both on a corporate and personal level."

Looking to the Future

Technological innovation and digitisation are hallmarks of the way SPS enhances its clients' performance. SPS' approach is to analyse how services are consumed and delivered traditionally, building an understanding of the client's business and using this to inform the innovations proposed.

This approach has created an on-going development plan to deliver continuous improvement and service development within AG. A new online courier ordering and management system (SPS' uBook) is currently being implemented, and a number of document workflow solutions are under investigation to support case management and departmental working practices.

SPS' global footprint has also allowed the relationship to spread beyond the UK, with SPS providing support to AG's overseas offices in Dubai and Singapore.

"The professionalism and ease of conducting business with SPS has greatly impressed us", says Caroline, adding: "SPS has met and exceeded our expectations, both operationally and financially. This has resulted in a strong relationship that allows us to trust SPS with our challenges, and place faith in them to develop the solutions."

About Addleshaw Goddard

Addleshaw Goddard LLP is a UK based law firm with offices in Leeds, London and Manchester. Ranked in the UK's top 20 law firms, Addleshaw Goddard has 160-plus partners employing more than 1,000 people. With an annual turnover of more than £167 million, the firm is organised around four key practice areas Contentious and Commercial, Corporate, Finance and Projects and Real Estate.



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