As the credit crunch bites, companies are looking at office services, and in particular mailroom, print, reprographics and document management, for ways of reducing costs. OCS Document Management believes that it can provide a variety of solutions.

Whatever your business or organisation, large or small, the common objective for managers today is the need to work smarter and save money. As the credit crunch starts to bite across all sectors, many companies are looking at their office services and in particular their mailrooms, print and reprographics services and document management for ways of reducing costs.

Outsourcing these services as a way of improving efficiencies and delivering savings is on the rise. One organisation with the experience and expertise to help increase the efficiency, quality and responsiveness of a business through tailored solutions to mailroom, print and reprographic and document management services is OCS Document Management, part of the £674 million OCS property support group.

Despite the reliance today's businesses place on e-mail, the mailroom is still an essential office function, yet it is one that is rarely run in a structured and efficient manner. OCS Document Management’s revolutionary approach offers highly efficient solutions for the sorting and distribution of incoming mail using smart technology and voice guided mailsort. Where staff are constantly on the move, this service which enables staff to choose how and where their mail is to be delivered – either to their desk, home, e-mail address or even uploaded onto a secure web portal to be viewed online – ensures that vital communications reach them in a timely manner, wherever they may be.

A major overhead for businesses which depend on high-volume mailing or who market through direct mail can be postage costs. And, as the range of postal services increases and becomes ever more complex, OCS Document Management have the relevant knowledge of delivery methods to ensure the most effective service is selected and significant savings are achieved. The company’s professional fulfilment services, offered on-site or at their dedicated production centre which is equipped with the latest technology, can also make mass-mailings quicker, easier and cheaper.

The understanding that no two organisations will have exactly the same requirements is where the expertise of OCS Document Management’s staff comes into play. From the outset there is a commitment to understanding how a business functions and to establishing precise needs, and this is followed by impartial and objective advice to improve service, enhance quality, and reduce costs.

One customer that has benefited from OCS Document Management’s services is a regional government office which is home to multiple government departments in the West Country. Here, OCS Document Management provides a comprehensive, integrated approach to mailroom, print and reprographics. At the start of the contract the company took responsibility for the specification and design of an optimum layout and supporting equipment for the new document services centre with mailroom services including x-ray screening technology to enhance security and safety at the site. The contract also included the transfer and integration of existing staff as well as additional recruitment and a skills training programme to ensure that the new technologies and associated services operated effectively. OCS Document Management’s bespoke solutions have returned cost savings to the client in the region of 20% whilst also returning 3000 sq.ft of prime office space by integrating previously fragmented operations.

All too often businesses are not aware of the real cost of their print usage and pay much more than they need. OCS Document Management has developed a service to help businesses understand the true costs of document printing and develop a cost-effective solution. A detailed report is produced, using software which identifies all the business’ print activity, and a strategy is put together to bring about cost savings without compromising quality. Proposals, ranging from refreshing existing equipment to establishing an on-site central print room with the latest digital printers and copiers, clearly demonstrate potential savings, including capital, consumables, maintenance and even staffing costs, through an all-inclusive cost-per-copy charging system. This creates greater transparency and provides businesses with an easier means of tracking costs and calculating disbursements.

OCS Document Management can also help businesses save money and protect their interests through an advanced courier management system which uses intelligent software to track all inbound and outbound consignments. This avoids late and lost deliveries and enables invoices to be reconciled against actual performance. The company’s advanced technology can also help with storage of traditional paper documents and records which is becoming increasingly expensive. As these are also more difficult to navigate, vulnerable to deterioration and at risk from disaster, OCS Document Management can scan documents and store these within records management software or an electronic document management system.

The way in which information is used, presented and stored is individual to most businesses. Mapping the customer’s unique information process flows and establishing the costs associated with these allows OCS Document Management to offer a tailored package which includes not only printing services but also a complete range of document management solutions with the power to increase productivity and generate significant savings over traditional methods.

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