

Company Profile: Property and
Casualty Insurance

Industry: Insurance

Locations: 430+



Liberty Mutual Group Case Study

Overview

Liberty Mutual Group was struggling with right sizing the mail machine fleet as well as understanding and assuring that the associated invoices are correct. They have been our client since 2015 through an outsourced managed service agreement and then direct from 2018 to today. Postal Advocate Inc. handles much of the day-to-day management of the mailing spends.

Approach

We help Liberty Mutual Group by acting as a subject matter expert on all postal related issues. Some of our key responsibilities include rightsizing the current mail fleet including coordinating changes with the field locations, managing the accounting and chargeback detail, and overseeing the PC Postage licenses including adding and removing users, running reports, and updating access points. We also coordinate vendor open items, such as handling billing issues, equipment returns, and new installations. Postal Advocate optimizes Liberty Mutual Group's postal accounts including meter, permit, and business reply

“Postal Advocate is a very knowledgeable and fun team to work with. The dedication and passion that Adam and Doris and the rest of the team have to flush out savings opportunities made Postal Advocate’s services stand out from other options.”

- Liberty Mutual

Results that Speak Volumes



Identified over **\$502,000**
in billing errors and
helped obtain refunds.



Found over
\$2,000 in fee
savings.



Reduced their
equipment costs by
56%.

Postal Advocate Inc. has helped Liberty Mutual Group get significant cost savings and avoidance, a good handle on the mail machine inventory and audited invoices. We have moved them from meters in over 420 locations to predominantly PC Postage and less than 100 devices at high volume locations.

Conclusion

Since we started the program, we have helped drive over \$720,000 in cost reductions with a **76%** gross savings through almost 800 renewals, vendor credits, and USPS refunds. Additional benefits included assurance that invoices are correct and expertise with all aspects of mail and equipment.