

Company Profile: Outpatient Care

Industry: Healthcare

Locations: 4,100+



Healthcare Case Study

Overview



This healthcare company was struggling with a lack of visibility and control around postal and parcel usage across more than 2,600 locations nationwide. They have been our client since 2013. Postal Advocate does much of the day-to-day management of the mailing spends.



Approach



When Postal Advocate started working with this healthcare company they needed assistance with managing renewals, terminations, and right-sizing. We provided the client with bid assistance as well. We were able to transition low to mid volume users to enterprise online postage. We made the transition seamless for our client and quickly answered any questions or concerns they had during the process. Postal Advocate acts as front-line customer service responders for all UPS®/CampusShip®/FedEx®, online enterprise postage, and mailing equipment needs. Finally, we coordinate vendor open items, such as handling billing issues, equipment returns, and new installations.



“Postal Advocate has a fantastic team of representatives that provide the highest quality of service and level of attention our business requires to successfully navigate our unique and significant postage and parcel requirements.”

“Don't hesitate to rely on this team to support your postage management needs!! They will ensure you are informed, supported, reducing costs, and driving efficiencies.”

-Global Category Manager, Logistics



Postal Advocate
MAIL MADE EASY

Results that Speak Volumes



Completed **2,786** transactions.



Managed over **\$855,000** in total spend.



Generated over **\$1.7M** in total program savings.

In the end, Postal Advocate continues to support this healthcare client by acting as subject matter experts on all postal related issues and industry knowledge. At Postal Advocate we take the stress out of this category for our clients.

Conclusion

Since we started the program, we have helped drive **52%** in gross savings through transitioning the fleet renewals, vendor credits, and postage refunds. The changes Postal Advocate made allowed for reduced costs, increased visibility, and time back in the client's day.