

Company Profile: Specialty  
Construction Trade Contractors

Industry: HVAC

Locations: 125+



## Service Experts Case Study

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### Overview

Service Experts Heating, Air Conditioning & Plumbing was struggling with reducing costs by getting away from postage machine usage. They have been our client since 2021. Postal Advocate does much of the day-to-day management of the mailing spends.

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### Approach

When Postal Advocate started working with Service Experts the current mail fleet needed rightsizing including coordinating changes with the field locations. We were able to manage enterprise postage solution transition to an enterprise online postage solution across locations. Postal Advocate transitioned locations from meters to the enterprise PC postage solution that supports multi-carrier and stamp printing. We made the transition seamless for our client and quickly answered any questions or concerns they had during the process. Postal Advocate acts as first line responders for any locations that need support with online postage. Finally, we coordinate vendor open items, such as handling billing issues, equipment returns, and new installations.

“Every moment you hesitate is another moment you are paying out unnecessary money on unnecessary leases. Postal Advocate will develop a comprehensive plan and help work through the process of saving you money immediately.”

“Best decision we have made regarding postal machines and their leases. The oversight and reduction of costs has been phenomenal. The process is easy and well worth any time and effort.”

-Service Experts



## Results that Speak Volumes



Completed **30**  
transactions.



Managed over **\$98,000**  
in total spend.



Generated over **\$61,000**  
in postage savings.

In the end, Postal Advocate helped Service Experts by acting as subject matter experts on all postal related issues. With more and more communications being done through email and other electronic communications there has been less and less need for the use of postal machines. Managing Service Experts postal machine leases and removing them where possible has saved - and continues to save our client money. At Postal Advocate we take the stress out of this category for our clients.

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### Conclusion

Since we started the program, we have helped drive over **\$54,000** in cost reductions with a **79%** gross savings through renewals, vendor credits, and USPS® refunds. The changes Postal Advocate made allowed for better insight into the actual spend, reduction of postal costs, and the ability to manage equipment and spends.