



## 5 Ways to Drive Mailroom Innovation

Deliver increased efficiency, improved compliance while reducing overhead costs

As companies look to gain agility, increase ROI, and redirect spend to innovations that drive growth, it is important to add your mailroom operations into the mix for potential advancements. Finance, procurement, operations and administration leaders have the opportunity to protect leadership by enhancing mail security screening, cutting costs with a return mail service, outsourcing the mailroom function to gain agility, and adding new conveniences to improve the employee experience. Now may be the right time to reassess your mailroom operations to drive innovation.



**Consider these five ways to begin to modernize and drive innovation in your mailroom:**

### 1 / **Transform your mailroom service into an employee amenity**

Enhancing your mailroom service is an excellent way to create a unique employee experience and help retain employees in a challenging market. Today's workers need compelling reasons to come into an office, and expanding your mailroom beyond its traditional offerings can help create that motivation by providing a meaningful employee benefit.

Canon also worked with a large bank to institute home courier runs now that the bank's executives are situated throughout a major metropolitan area and many work a hybrid schedule. Canon partnered with couriers across the region so that if an employee receives a package on a day they are working from home, the courier can quickly deliver the package to the executive's residence and keep business moving.

## 2 / Consider a digital mail system

Digitizing your mail can be critical to improving and maintaining the operational efficiency of your hybrid work environment. For example, Canon's [digital mailroom service](#) converts physical mail into digital data using customized workflow techniques and mail scanning technology. The data that's collected is delivered electronically to your employees and incorporated into your digital workflow, enabling your business to move faster and smarter. Canon's digital mailroom service reduces the risk of vital information getting lost, misplaced or not ever acted upon, and can enhance regulatory compliance.

Additionally, a digital mail system reduces your need for physical office space, which can help minimize costs. That space can be repurposed for other needs, such as collaboration rooms or conference rooms, while staff can take on higher value activities and duties.

## 3 / Give smart lockers a shot

In a hybrid office environment, you don't always know where an employee will be on a given day. Mailrooms have limited space and can't store packages for an unlimited time. A smart locker system solves these challenges while improving the [workplace experience](#) by making it easier for employees to find their packages. A smart locker, or intelligent locker, is a secure storage and distribution system with an integrated computer and sensor networks built in.

For example, Canon recently implemented smart lockers at a leading American multinational company. The company had two to three people dedicated to delivering mail throughout the campus. Based on an assessment, Canon proposed installing intelligent lockers at strategic locations. Now, the company's mail is put into a locker, then a code is sent to employees who go to lockers to receive their packages. In addition to ensuring that packages remain secure, this approach has led to time and labor savings because delivery personnel no longer need to visit every office area to deliver mail.

## 4 / Return Mail Processing

Continuing to send notifications to the wrong address is extremely costly. If you're sending legally required notifications or time-sensitive information to the wrong address month after month, you are paying for unnecessary production and postage costs as well as potentially putting your business at risk.

Canon Return Mail Automation offers fast and accurate returned mail processing in a model that's just right for your company. For example, your returned mail can be redirected to a Canon business processing center, where we extract the name, address and other pertinent information for updating your mailing lists. Or you can digitize the entire return mail system and manage it onsite inside your mailroom. Canon provides a cloud-based digital platform so you can scan mail, automatically extracting and updating each customer's name, address and account number for future outgoing mail.



## 5 / Robust Security Screening

Canon offers an onsite mail screening and mailroom security service...in order to help keep our clients safe. This includes CBRNE screening, designed to identify five categories of harmful materials...chemical, biological, radiological, nuclear, and explosive. Business continuity, the safety of your personnel, and your brand reputation are all at stake in your mailroom. Comprehensive CBRNE mail screening is a key component of a robust security program. Canon's mail screening program takes this burden off your shoulders with a comprehensive solution for today's threat environment. We can provide mail screening as one element of a comprehensive Canon mailroom service. Or ...we can deploy mail screening as an addition to your existing mailroom operation. Either way, our service is designed to protect employees at high-profile corporations, law firms...and other public and private sector enterprises that need a more secure mail center.

## Future-Proof Your Mailroom to Lower Costs and Improve Employee Experience

Given the current economic climate, it's a great time to reevaluate your mailroom and invest in ways to make it more efficient, affordable and appealing to your employees. In addition to saving money and boosting business efficiency, it will help improve employee retention by creating a future-ready workplace that attracts top talent.

Canon has decades of experience evaluating mailrooms in a broad range of industries. We can look at the whole picture — people, process, technology and data — to create a solution tailored to your needs. We can help you reassess the state of your mailroom and execute an innovative plan to become more agile, adjust to the new hybrid work environment, improve the employee experience and reduce costs.

For a free, comprehensive assessment of your mailroom, [contact us](#) today.

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### About Canon Business Process Services

Canon Business Process Services leverages advanced technologies and solutions to deliver agility, exceptional workplace experiences and improved business performance. We achieve these results by applying our workforce management capabilities, Six Sigma methodologies and implementation expertise. With professionals across the US and in the Philippines, we have been named a Global Outsourcing 100 leader by IAOP for 18 straight years. Canon Business Process Services is a wholly owned subsidiary of Canon U.S.A., Inc.

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