

ENERGY SECTOR

With a clear digitisation strategy to an optimised customer journey



Challenge



Increase operational and cost efficiency, introduce innovations related to digitalization and technology

Solution



An integrated multi-year plan encompassing people, technology, and solutions

Benefit

20%

Reduction in TCO through reduction of headcount supported by technology, innovation, and transition to a hybrid mailroom

Opportunity and objectives

In 2001 one of the largest energy companies in the world decided to outsource its in-house service for all Italian locations. This happened through a very complex labor agreement and transitioning a country widespread but old-fashioned service. The activities stayed with few changes until 2017 where the transition to technology and efficiency started.

Goals included:

- Increase operational and cost efficiency
- Introduce technology both reducing carbon footprint (in alignment with their ESG approach) and increasing the auditability of services
- Increase the spectrum of services offered
- Reduce labor risk in branch related to transitioned employees

SPS and customer worked together in the last 5 years to achieve those results as part of a 20 years common journey.

Delivering an innovative solution while supporting customer journey

SPS developed a joint vision with the customer on the “next-gen” model which included the add-on of reprographics and micro logistics. The project included a sustainable approach including electric vehicles, electric trikes, an optimized delivery schedule between sites and remote operations enforced where possible. On the technical side SPS implemented a centralized receipt, scanning, indexing and electronic dispatching of physical mail all accessible through a series of sub-portals to address the single services (mail-in, mail-out, parcels, couriers, private packages, commissions, printing) grouped into a “service hub” seamlessly integrating all of them in single signon and adding reporting and tracking capabilities. Reprographic services are rendered through state-of-the-art reprographic technology with capabilities up to A0.

Security aspects focused on a solution offering secure scanning of mail and packages through advanced threat detection (e.g. X-ray, seals, counter fraud closure,...).

A continuous governance model has been projected and setup achieving a joined governance schedule on defined times and an analysis on the redundant personnel with related actions in some cases joined.

Results and Benefits

SPS delivered to the customer a state-of-the-art secure mailroom and printing service while achieving projected results and supporting customer in internal change management. Service levels have been maintained throughout the multi-year journey and during pandemic.

SPS brought the following benefits:

- Reduction of 20 % of courier costs and a completely auditable trail
- Reduction of 15 % of reprographic costs paired with innovative works (e.g. holographic QRs for assets,...)
- Reduction of 15 % in overall cost maintaining same service levels
- Revamped and rebranded presence throughout the sites, including 6 lockers for a total of ~2000 spaces available, personalized seals and carry bags, personnel in uniform
- De-risking of transferred personnel through specific reductions and reallocations

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SPS has been a reliable partner in all our journey to innovation, working with us on projects but, most of all, on processes, bringing expertise and a wider view.

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– Customer service manager at one of the largest energy companies in the world

