Your success is our specialty.

ACCUZIP PROFESSIONAL SERVICES GROUP

specializes in automation workflows, user-interface development, and third-party integrations. They can simplify production processes, allowing customers to focus on what they do best — running productive and profitable businesses. Avoid unnecessary expenses for extra staff, hardware, or software and get the most out of the investment already made in AccuZIP products.

A ten-minute conversation can change your business.

Give us a call at

800.233.0555

or go to **goo.gl/y8WSXQ**

for a free Professional Services assessment

OUR TECHNOLOGY. YOUR SUCCESS.

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ACCUZIP GETS A CUSTOMER OUT OF AN UNCOMFORTABLE JAM

Expanding your business by attracting high volume jobs in a new market niche is a great thing — until delivering on the orders overwhlems the crew. Then it's a problem.

Continued
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Background

A longtime customer reached out to AccuZIP's Professional Services team for help when a growing volume of new work threatened to impact the company's ability to give their clients the attention they deserved. They didn't want to turn down the work, but the hours necessary to process the jobs by hand exceeded the customer's resource capacity. They needed to figure out a solution fast!

The Challenge:

Too many jobs, not enough time

It started when a print and mail supplier using AccuZIP6 software ran a job for a new client that was so happy with the results, they began recommending the service provider to associates. Once the client had spread the word of the excellent service they had received, the work that began with a single customer turned into full-scale production for fifteen similar businesses.

The nature of the new work required the service provider to separate large data files into multiple drops. Most times, they split data files into four or eight separate sections and subsequently presorted each portion as standalone mailings. AccuZIP6 can handle those tasks of course — that wasn't the issue. Manually splitting and processing each of those file segments, however, took too much time.

"It took about 20 minutes for me to process each segment manually. With 12 customers, each splitting 8 ways, there weren't enough hours in the day to get it all done and meet our deadlines!"
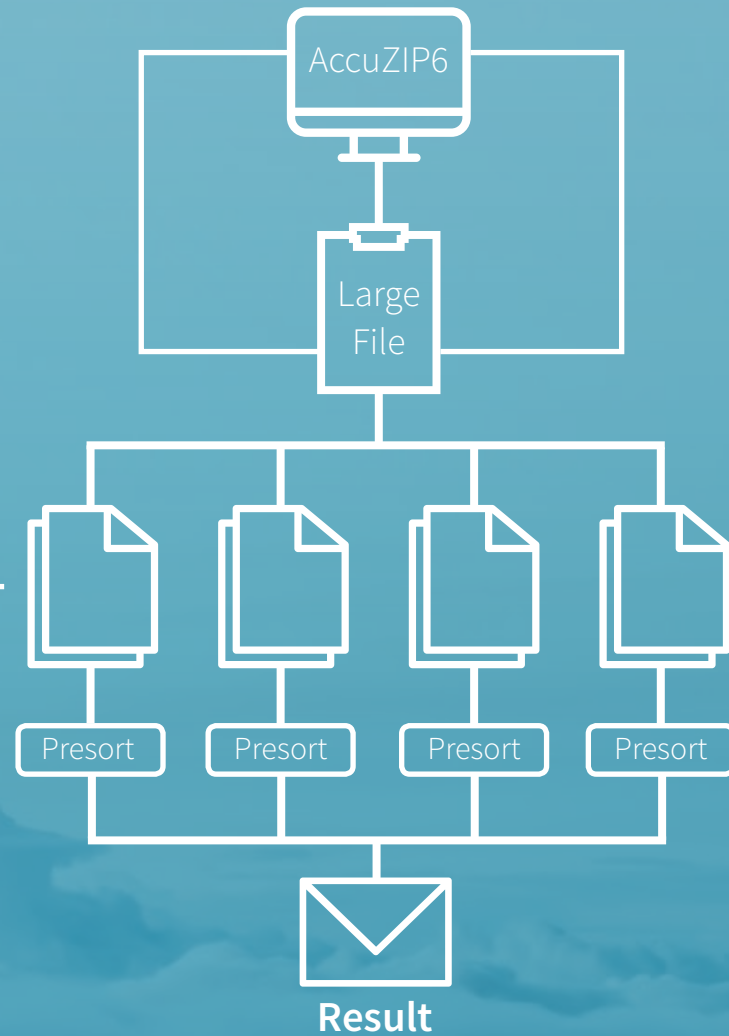
The company didn't want to turn work away, especially at a time of surging interest! They either had to find ways to process these jobs more efficiently or hire more help. Besides raising costs, **adding staff was not a viable solution** to our customer's immediate challenge. AccuZIP6 is relatively easy to learn, but as our customer noted, "It takes a while for someone to acquire the necessary knowledge about postal regulations and mail preparation. I had no time to train someone new."

Quality also concerned our customer. They acknowledged the risk of processing simultaneous file splits for multiple clients. A brief period of inattention could cause a disaster like duplicating a batch, or even worse, connecting a data segment with the wrong client's job!
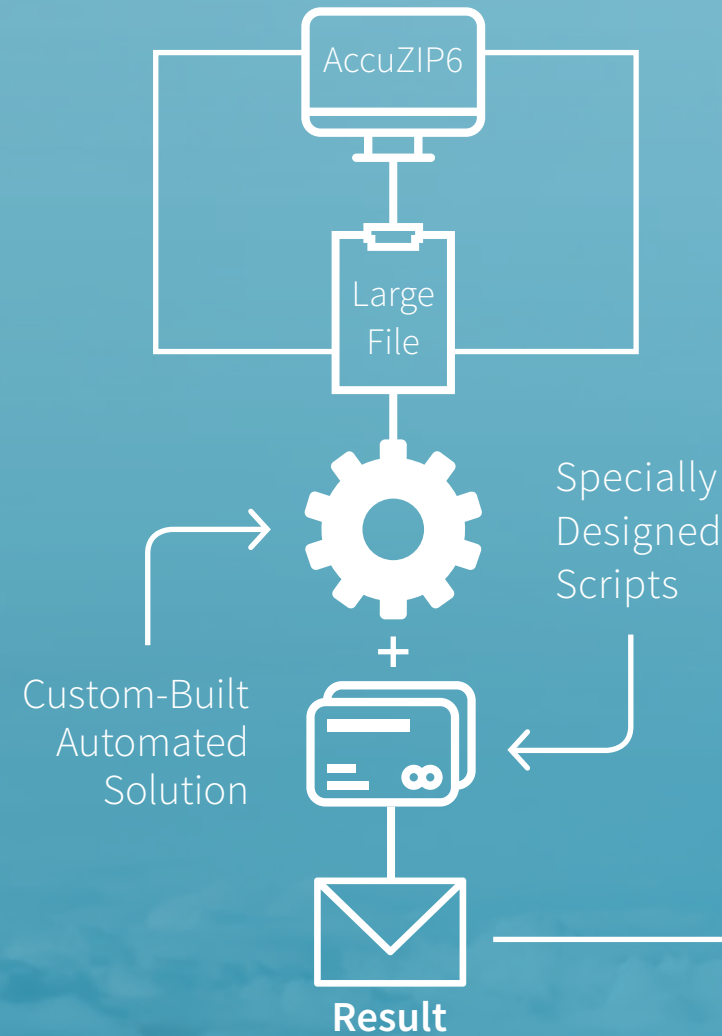
BEFORE

⏱ **Elapsed Time: 80 minutes**

AccuZIP6 → Large File → Presort / Presort / Presort / Presort → **Result**

AFTER

⏱ **Elapsed Time: 5 minutes**

AccuZIP6 → Large File → Specially Designed Scripts / Custom-Built Automated Solution → **Result**

The Solution

A call to AccuZIP's Professional Services team saved the day. After querying this customer about their challenges, our technicians designed scripts to accept user-entered parameters, perform the splits, and run the address standardization and presort steps. Each file segment generated its own mailing reports and tray tags. After replacing the former manual process with a custom-built automated solution, **an eight way split that formerly took our customer over two-and-a-half hours finished in just over five minutes.**

Our customer was very pleased with the results. In less than a week Professional Services created custom scripts and installed the solution.

"The AccuZIP technician dialed into my machine. He handled the installation and testing himself," said the customer, "I watched and learned, but he took care of everything for me."

When our Professional Services technician finished the installation, the customer had access to working scripts that **cut turnaround time on these difficult jobs by 97%.**

After acquiring a streamlined method for processing the work, the print/mail service provider is expanding this part of their business. Unhampered by resource limitations, they can freely solicit a new market niche, confident they can process work for all their clients accurately and on time.

Give us a call: 800.233.0555