

Case Study – Financial

Return Mail Processing

Business Situation

One of the largest financial institutions in the U.S. approached Data Dimensions to assist them with a large volume return mail processing project. The client envisioned an approach that would: 1. Have the capability to handle more than one million return mail pieces per month; 2. Process and track several different mailing types at the same time; 3. Provide research and correction services to update incorrect addresses to improve the quality of their customer mailing database; 4. Tackle a backlog of return mail that had developed because internal resources could not keep up; 5. Reduce internal costs and provide efficiencies within their organization; and 6. Maintain a 72 hour turn around from receipt of mail to transmission of data.

Solution

Data Dimensions provided the staff, resources, and management capabilities to address all the listed project goals. We regularly received 40 or more trays of mail each Monday. Our largest volume month processed 1.27 million pieces. In working with the client, we established further goals that included cleaning their mailing database, improving the standard of quality, and adding value to their consumer services. We accomplished these goals by meeting their need for production capacity, following their business rules to provide fast, accurate data, and dramatically reduce the volume of their return mail. Our production staff maintained the 72 hour turn time and worked through the backlog of several hundred thousand return mail pieces within three months.

Results

Our client is extremely satisfied with the service and quality provided by Data Dimensions. We have maintained a long term relationship with this company and continue to do business with them today on several other consumer-based forms processing, imaging, and data capture projects.

For more information and a complete listing of services, visit <http://www.datadimensions.com>, email info@datadimensions.com, or call 800-782-2907.