How EverSource FM Streamlined Corporate Mailroom Management

A Use Case of How EZTrackIt Optimized Package Deliveries and Re-Deliveries in Corporate Settings.

EZTrackIt is used in mail rooms, mail centers, and front desks nation-wide in corporate settings, as well as in multi-unit housing, university campuses, medical campuses and other large organizations. Unlike its competitors, EZTrackIt not only tracks incoming packages but tracks their re-delivery as well, ensuring that delivery and re-delivery processes are simple and streamlined. The result is greater accountability formail room staff, and greater efficiency for the entire organization.In this Use Case, we see how one facilities management company uses EZTrackIt to add value to their services.

Profile of EverSourceFM

EverSourceFM, a facilities management outsourcing company, staffs non-core functions for large corporations and law firms, including copy centers, fitness facilities, cafeterias, and mailrooms. Founder and President Amy Swart created the company after working in the facilities management industry for twenty years, and as more organizations look to outsourcing as an economical staffing solution, her business is growing. As a result, Swart manages teams of workers in diverse jobs, and is always looking for systems that make tasks simpler and faster to do.

Key Challenges

With her corporate mailroom clients, Swart's primary challenges were to:

- Get organized quickly
- Gain and maintain a reputation for accountability
- Set up a simple package management system for incoming and outgoing deliveries that required minimal training

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Key Challenges Explained

Her teams had to be able to walk into a new mailroom and manage deliveries seamlessly from the first day, preferably with minimal training. And, since re-deliveries placed her employees directly in front of her clients on a daily basis, she needed a professional-looking and portable system of signing packages out – not just logging them in.

Swart wanted a simple software solution that would complement her service offering, allowing her to focus on hiring and training the best people. But, during her twenty years in the facilities management outsourcing industry, Swart had worked with many package management programs. She says:

"Every package tracking system has its quirks – not getting upgrades when necessary, not working out the bugs. At the end of the day, the most important question for me is: Does my customer like it? Do they find value in it? The easiest way for me to promote them finding value is to keep it simple for their end users, and to never lose a package."

Before deciding on EZTrackIt, Swart also looked at Pitney Bowes, but found they were technically a competitor of her business since they also offered employee outsourcing.

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How EZTrackIt Helps EverSourceFM Manage Packages for Corporate Clients with Ease and Accountability

In one of the law firm buildings EverSource staffs, the mailroom employees are located in the basement, next to the freight elevator. Package handlers typically arrive with just under 50 packages at a time, which employees must log in and sign for as quickly as possible before sending the carrier on his or her way. This initial count is where many packages are lost, since there is some pressure to do it quickly. But with EZTrackIt, employees can scan the barcode on each box and enter batches into the system at one time. As all packages are entered, the human error element is reduced, helping the mailroom gain a reputation for accountability.

From there, employees create and print unique labels for each box and stages them by floor for delivery. EverSource carriers load carts for their routes, take a handheld device, and deliver the packages to the recipients' desks or offices. Recipients sign for their packages on the handheld, closing the liability loop quickly and efficiently. As Swart says,

> *"EZTrackIt isn't a nice to have, it's a need to have. I knew I needed a tool when I sold my first deal."*

Results

EverSourceFM's employees typically need training when a new technology is introduced, which can take time. Swart was pleased by how user-friendly and intuitive EZTrackIt's software was, requiring very little training. She also noted that EZTrackIt offers training through their website in case anyone needed further assistance. Her clients, the end-user package recipients, appreciated the friendly signature interface, and she feels that the reputation of her mail room is on par with the best in the industry.

Remaining Issues

One issue Swart had was making the package labeler work with the handheld, but she says the customer support from Patrick and his team was top notch and helped them fix the problem as fast as possible.

"I like the involvement with Patrick, he's been right there to help implement and troubleshoot."
— Amy Swart

Conclusion

After two decades in the facilities management industry, Amy Swart is a veteran package tracking software user. She says,

"I've had experience with every type of package tracking system out there. My last company created a proprietary software for package tracking, which some people thought was fancy and great, but I think it takes focus from your core. If you're not hiring a high enough caliber individual, then giving them any technology isn't going to improve things. I'd rather focus on getting the right people."

EZTrackIt lets Swart focus on what's most important to her business: The people. Package tracking shouldn't steal focus from your core services either — it should support your core services, improving efficiency company-wide, from the basement to the top floor.

Schedule your Free EZTrackIt Demo today to learn how we can optimize operations in your corporate mailroom, increasing accountability and efficiency.

Request A Demo

Special thanks to Amy Swart, President of EverSource Facilities Management for sharing her story with EZTrackIt.

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