

Professional Mail Services Finds Efficiency in Automation

Using BCC's Mail Manager™ with the TaskMaster option, a high-volume mail house finds unattended 24/7 mail processing to be good for business

Professional Mail Services, Inc., a Raleigh, NC, mail house specializing in statement processing, direct mail, presorting and fulfillment, uses Mail Manager's TaskMaster option to process 20 to 30 jobs per day.

The Goal: Use Automation to Improve Business

To better utilize employee time, and further increase productivity even during non-business hours, Professional Mail Services wanted to add automated capabilities that would allow them to offer 24-hour mailing services.

The Solution: Mail Manager and TaskMaster from BCC

BCC's TaskMaster option for Mail Manager presorting and list-management software brings powerful automation functionality to any Mail Manager-equipped mailing operation. With the TaskMaster option's "Record" and "Play" functionality, a mailer can easily direct the software to memorize a series of mailing tasks — enabling whole mailing jobs to be run with little or no operator attention.

Professional Mail Services used TaskMaster to automate the processing of statement jobs all the way up to the point at which they are actually ready to be mailed.

In addition, the company uses TaskMaster to automate the processing of lists through USPS® approved address-updating databases, provided via

"[TaskMaster is] well worth the investment."

E. Paul Hamilton
Professional Mail
Services

BCC Data Services. These processing resources can dramatically improve the deliverability of a mailing, but even with BCC's speedy turnarounds, updating a list to account for moves can add some time to the workflow. By automating the process, the job can run without someone constantly monitoring it—even overnight.

Many of their jobs are received electronically between 6pm and 6am. With TaskMaster, these jobs can be processed without any supervision, and are ready for printing when the morning shift arrives.

The Results: Around-the-Clock Efficiency

The political season is a very hectic time for Professional Mail Services. Vice President E. Paul Hamilton III says that without TaskMaster, the company would likely not have enough personnel to handle the work.

BCC Success Story: Professional Mail Services

Hamilton estimates that the company saves an average of 10 to 15 minutes per job thanks to TaskMaster's automation efficiencies, which adds up to a total savings of three to five hours a day — approximately \$40,000 to \$50,000 per year. With those kinds of returns directly attributable to TaskMaster, the annual cost of the option itself is “well worth the investment,” Hamilton says.

The TaskMaster option for Mail Manager has enabled Professional Mail Services to benefit from a new around-the-clock operating environment, and enjoy increased efficiency, productivity, and profitability.

At a Glance

Company

Professional Mail Services

Location

Raleigh, NC

Specialization

Mailing Fulfillment

Website

www.mailpros.com

BCC Solutions Set

- Mail Manager
 - TaskMaster
 - Enhanced Merge / Purge
 - Bound Printed Matter / Parcel Select
 - Palletization Suite (Package, Tray, Sack)
 - Network
 - MOVE Manager LSP (in-house NCOALink® processing)

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