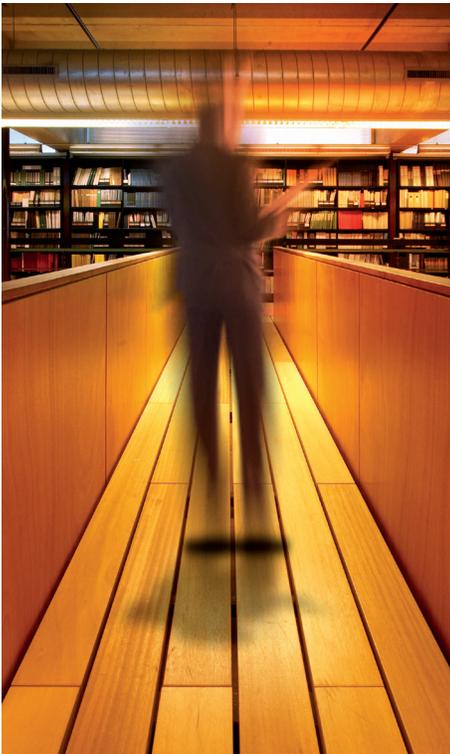


Global Money Center Banks on Canon Business Process Services to Deliver Mail

Operating expenses drop by over \$7,000,000



Mail centers are a critical part in the process of communicating with clients, complying with regulatory requirements and efficient workflow in the banking, lending and investment businesses. At this major bank, the mail centers played a critical role—supporting the core financial businesses. In addition to processing office mail, they printed and distributed monthly client account statements, transactions notices, disbursement checks, regulatory disclosures and direct marketing.

THE CHALLENGE

Compliance with new regulations such as the USA Patriot Act, the Gramm-Leach Bliley Act and anti-money-laundering regulations had increased the document production and distribution volume throughout the bank. New trends such as delivery of 1:1 marketing communications with the monthly account statements had also contributed to higher mail volume.

Realizing that increased print and mail volume eroded profits, management decided to take action to improve mail center efficiency and reduce operating expenses. The financial institution needed to:

- + Re-engineer modern mail centers where customer service, efficiency, cycle time and cost control are aligned with the corporate strategy
- + Improve the efficiency and control of the mail process and standardize all the mail operations centers throughout the country
- + Implement world-class best practices and manage the mail centers as profit-making businesses
- + Deploy management and staffing capability so as to maintain a flexible, scalable, responsive operation economically

The bank realized savings of over \$1 million and a total of \$7,000,000+ over 12 years.

THE SOLUTION

The Canon Business Process Services (Canon) Team—consisting of Canon Onsite Operations, Enterprise Print, Business Analysis and Digital Document Systems experts—analyzed the challenge. It recommended solutions that addressed the workflow and efficiencies of the bank's enterprise-wide mail production, distribution and management functions. The solutions included:

- + Implementing technology to automatically obtain the lowest possible overnight courier delivery rates and augmenting package-tracking capabilities from the mail centers to the desks of employees
- + Automating the reconciliation of mail center purchase orders, reducing costs and providing timely information
- + Upgrading mail security in accordance with standards set by the Homeland Security Act and the FBI, as well as redesigning the mail process to screen for physical hazards
- + Redesigning mail center workflow to improve efficiency and reduce risk—for example, effecting the installation of cameras to record proof of check disbursements

- + Reducing the number of suppliers and setting up a uniform, accountable process for tracking postal account balances, ensuring that postage meters are accurately charged
- + Designing a standardized mail production and distribution center, that can be easily replicated throughout the country—achieving measurable cost reduction and performance metrics
- + Leading the rollout of best practices and activity performance standards throughout every mail center and office mailroom
- + Redefining policies and procedures, guiding the implementation of best practices and auditing the rollout process to ensure that performance targets are met

THE RESULT

The financial results were impressive. Initiatives implemented by CBPS resulted in savings of over \$1 million and a total of \$7,000,000+ over the past 12 years. Canon helped the bank address new-age challenges, such as ensuring employee safety with regard to possible chemical threats or other hazards in the mail. The outcome is a comprehensive, forward-thinking approach where technology and process best practices ensure the highest standards for mail management, security of check disbursements and the protection of customer confidentiality.

ADVANCING BUSINESS PERFORMANCE TO A HIGHER LEVEL

Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., offers managed services and technology for information and document management, business process outsourcing and specialty workforce services. We help clients improve operational performance while reducing cost and risk. Canon Business Process Services has been named a Global Outsourcing 100 Leader by IAOP for the past eleven years and recognized in the Gartner Magic Quadrant for Managed Print and Content Services for five consecutive years. We have also been acknowledged by CIOReview magazine as a "20 Most Promising Legal Technology Solution Provider." Learn more at cbps.canon.com and follow us on Twitter @CanonBPO.