

Sodexo transforms incoming mail management with parcel tracking and smart lockers from Quadient



Sodexo is a facilities management and food services provider to the public and private sector offering public space maintenance, catering and mailing solutions to a range of businesses. For over 12 years, Sodexo has partnered with Quadient to provide inbound and outbound mailing solutions to its clients. In 2019/20, Sodexo implemented WTS (web tracking system) and Parcel Pending to record, track and store incoming mail for a large technology customer. The combined solution now registers and tracks over 600 items of mail a month and provides efficient and convenient mail management for post room staff and the clients' employees.





Sodexo

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Challenge

To transform incoming mail management to track and trace important mail items and offer convenient deliveries and collections to employees.

Results

WTS fully tracks over 600 items of delivered mail a month while secure lockers provide convenient, reduced contact collection for employees.

Solution

WTS records inbound mail and tracks its movement through each delivery stage. Parcel Pending provides automated parcel locker storage.

Method

Sodexo drew on its long-standing, working partnership with Quadient to meet all the objectives of this mail management initiative.



The challenge: to track and store incoming mail

Sodexo manages the busy post room of its technology client, which serves 3,000 employees. Incoming mail comprises of letters, documents and parcels of all sizes and types, many of high value. An audit trail is therefore a priority to record and track a piece of mail's whereabouts from the time it is delivered to site, to the time it reaches its intended recipient.

"Tracking is imperative," explains Spike Chandler, workplace manager at Sodexo. "And we also wanted to move things forward, to make things easier and more convenient for our customer."

Efficient mail handling, secure storage, traceability and convenience were all high priorities. Sodexo also wanted to improve the employee experience, as staff were restricted to collecting their parcels during the post room's opening hours of 8am to 5pm. When they were unable to collect within this time, deliveries would remain in the post room.

"We were looking to bring innovation into the mail room," adds Spike. "We were looking to break barriers; to not necessarily do the same thing because it's the way it's always been done."



The process: a strong partnership produces the right result

Spike approached Quadient, as its established communications solutions provider, to recommend an incoming mail management system that would deliver the efficiencies and convenience they wanted, while providing auditable track and trace.

"We work very well with Quadient. They were very responsive and reacted quickly with straight answers," says Spike.

Quadient recommended a full package solution comprising hardware and software that would work seamlessly together to provide an unbroken chain-of-custody for all delivered mail recorded in the system. The tracking system was implemented in the customer's site in 2019, followed by the parcel storage and retrieval solution in 2020.

"Implementation was seamless. The technicians were brilliant," comments Spike. "Everything was installed and tested so that before the team left site everything was working and up and running. There was good communication to make sure we had the right elements in place – routers and network access – so we didn't need to have anything installed post-installation."

The solution: WTS and Parcel Pending

WTS (web tracking system) records parcels and important mail and tracks their movement through each stage of the delivery chain until they reach their destination. When recipients receive their items, they sign electronically on a handheld device to record proof of delivery.

Spike explains how it works for their customer: "Tracking information is maintained for tracked items that come into the post room. They are signed for there and added onto the WTS system. We can add notes, for example specifying where the item is stored in the post room, and notifications are automatically sent by WTS so end users get an email informing them their item has arrived."

Between them, eight of Sodexo's mail managers use four mobile WTS devices to scan barcodes which then automatically notify recipients of their deliveries.

One option is to have an item delivered into a smart locker, which represents the storage and collection part of the complete mail management solution. Parcel Pending by Quadient is a smart locker solution that securely stores items to be collected.

Employees receive a one-time PIN and barcode that grants them access to the secure lockers where their parcels have been stored. They scan the barcode or enter the information into the touchscreen interface at the locker hub to open the relevant box. 75 lockers were installed to meet demand at Sodexo's client's site, both systems were integrated so they work seamlessly together.

"Once an item is in the locker, an email is sent to the recipient," explains Spike. "When that item is booked onto WTS, with all the tracking details, we print a label to go onto the box. The moment that's done it will update the Parcel Pending solution to expect the item so at the locker, all that's needed is to scan the barcode, and the door will open."

Results: efficient, convenient, traceable inbound deliveries

WTS now registers over 600 items of mail a month for Sodexo's client; roughly 30 items each day. Together with the lockers, it has improved efficiency in the post room and increased convenience for employees receiving inbound deliveries. Most importantly, it provides the tracking and audit trail so essential to the organisation's mail management.

The lockers enable employees to collect items at times that suit them, and also helped during the COVID-19 pandemic as Spike explains: "People have access to the lockers 24/7, so if someone wants to pick up a parcel at 5.30pm, they can. When people returned to the office with COVID restrictions, this provided a contactless delivery solution – no person-to-person contact."

In the future, the capabilities of the tracking system will also support Sodexo in monitoring and providing updates on inbound mail to their client. "We now have the reporting system and tools for proactive reporting," says Spike.

Throughout, the strong working partnership with Quadient helped ensure an optimal solution was delivered to meet all the objectives of the initiative and help Sodexo continue to provide a quality mail management service to its customer.

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The Quadient team is very easy to deal with and very helpful. We now capture all the information we need; it's exactly what we wanted. We have had lots of positive feedback.

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Spike Chandler,
workplace manager at Sodexo



About SMARTECH

SMARTECH, a global leader in parcel locker solutions, extends its award-winning expertise beyond Sing and Display, Print Finishing equipment, and Mailing Solutions. Operating across Australia, New Zealand, Asia, and North America, we provide localised support and cutting-edge technology to different industries. Smart Parcel Lockers by SMARTECH are the leading providers of package management solutions for residential, commercial, retail, and university properties.

We offer a wide range of solutions, ensuring the simple and secure delivery and retrieval of packages and online orders. Our mission is to optimise business operations, reduce costs, and enhance efficiency through innovative parcel locker technology. Embrace the future of last-mile delivery with SMARTECH's commitment to excellence

