Fortune 500 Company Sees Gains With Digital Mailing Service

Overview

When the novel coronavirus facilitated a global shutdown followed by quarantine measures, an industry-leading Fortune 500 energy company that powers millions of homes and communities across the Midwest had to work quickly to adapt to the fundamental changes in their workplace. They sought out a digital mailroom solution that would eliminate known obstacles to remote work and provide seamless distribution, accessibility, collaboration, and operational control.

Problem

Research indicates remote and hybrid work models will remain commonplace for the foreseeable future. Our client, like other enterprises, faced many hurdles in shifting to a hybrid work model but did so to protect the health of their employees. To mitigate risk, the company only allowed a small fraction of employees to have on-premise access. While other employees were able to access many work systems at home, the company lacked viable means of getting physical documents and communications to them. This decentralized model resulted in a backlog of undelivered physical mail which created responsiveness roadblocks that threatened the company's reputation with its customers and continuity of operations.

Solution

The energy company's focus on customer service led them to recognize that access to physical content was a key driver for their business. After surveying the marketplace, the company recognized that digital mailroom automation provided both an easy-to-implement solution to their immediate problems and found Eco-Mail was the best long-term solution for business continuity. The solution's digital nature allowed them to have instant global delivery, seamless work relocation, and cross-functionality, making it a great tool to navigate evolving remote, hybrid, and open-office environments.

Results

Our client's decision to implement a digital mailroom solution allowed them to eliminate barriers to remote work and quickly solve customer service lags as a result of distribution challenges. Their challenges were further aided by the solution's focus on both the security and compliance of their physical assets. Through Eco-Mail's patented encryption software and full audit trail, any such risks were eliminated. These unique processes facilitated complete transparency on viewership and actionable items related to any such asset.

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