

# Santander

## Banking On Mail Efficiency

- Driving inbound and outbound mail efficiency
- Supporting change management
- Proactively Identifying process improvements and cost savings
- Achieving top position in bank's supplier league table

## CASE STUDY



### Objectives

Santander requires pro-active and efficient back-office services in order to support the on-going change & growth programmes that enable them to stay ahead of the competition. The challenge for Pitney Bowes Management Services (PBMS) is to ensure existing mail and document processes run at maximum efficiency whilst responding promptly and effectively to change and identifying potential opportunities to improve service for the bank's internal and external customers.

### Solution

PBMS has put in place rigorous but adaptable processes based on expertise in document & mail processing and an in depth understanding of Santander's mail in and mail out processes and the wider business environment. By producing and analysing in depth management information the team is able to make recommendations on process improvements that enhance efficiency and the customer experience whilst reducing costs.

The PBMS team operates at the Santander frontline processing high volume, highly significant requests from customers and carrying out specific preparation with each type of incoming document, so that they are workflow ready and accelerating the speed of handling. Because this includes ensuring that compliance standards are adhered to, and in order to add value to the service, the PBMS team have completed anti money laundering training.

The ability to scale up operations to handle peak periods of activity without impacting service levels is central to the PBMS solution.

During Santander's recent re-brand the bank required several thousand types of letter and document templates to be re-branded. PBMS checked thousands of outbound documents, to ensure that outbound customer correspondence was on brand.

### Client Profile

Santander stands out as a success story during what has been a troubled time for the banking sector. In 2009 the bank opened up one million new accounts whilst also successfully managing the acquisition of the Bradford and Bingley Building Savings business and branches, Alliance and Leicester and GE Money.

Today, Santander has 1300 branches across the UK. Pitney Bowes Management Services (PBMS) has a long-standing relationship with the bank, operating as a partner for mail processing support.

## Results

In the last two years the PBMS team has consistently exceeded service levels and identified over 160 opportunities and initiatives to improve processes and to reduce Santander's costs.

For the ninth successful quarter and second year running the PBMS team has achieved top ranking in Santander's supplier performance league table. Judged on a quarterly basis against a number of criteria such as continuous improvement and change management, the PBMS team is the only supplier that has scored above Santander's 75% top-tier quality threshold for two years in a row.

## Pitney Bowes Management Services tops the Santander Supplier's League Table for the second year in succession.

The Suppliers League Table was launched by the Logistics team Santander in 2008 to help drive and recognise quality of service from suppliers. Performance is monitored quarterly against a scorecard which covers Operations, Customer Feedback, Change Management, Account Support, Continuous Improvement and Senior Management Sponsorship. Pitney Bowes Management Services has maintained top position in every quarter since the League Table was launched, that's nine quarters in a row. "We are extremely proud of the team at Santander and the consistently high quality work they do to support the bank. It's a great example of an excellent working relationship delivering benefit to both parties." said Richard Thompson Managing Director of Pitney Bowes Management Services.

### Julian Myers, Head of Logistics:

“ PBMS is constantly looking to uncover mutually beneficial ideas. The team's strong focus on cost-efficiency and quality contributes to Santander being able to offer very attractive rates back to our customers which is at the heart of our success.”

“ PBMS has proven time and again that it excels operationally and with the management of change.”

### Pitney Bowes Management Services

6 Hercules Way, Leavesden Park  
Watford  
Herts WD25 7GS  
T : 08444 992728

[www.pbms.co.uk](http://www.pbms.co.uk)

© 2010 Pitney Bowes Inc. All rights reserved.  
Pitney Bowes are trademarks owned by  
Pitney Bowes Inc. All other trademarks are  
the property of respective owners

**RECYCLE  
PLEASE**  
recycleplease.org