

Technip France

Corporate Responsibility at the heart of services provision at Technip France

- Implementation of an innovative multi-service mailroom where 50 % of the staff is disabled.
- Modernization, optimization, traceability and transparency of service commitments.

Objectives

Due to the nature of its business and the highly technical projects it carries out for its customers, Technip France needs its organisation to be flexible and its people to be employed on a project basis either at its headquarters or abroad during construction of gas or oil offshore platforms. At the headquarters, its employees work in an environment which promotes shared experience and personal development. They change offices frequently, which makes the identification and delivery of their mail difficult. On site, it is important to ensure that expats can keep exchanging information and receive their mail and belongings securely and confidentially.

Technip France is a socially responsible company and is committed to supporting and promoting the universal principles of the United Nations Global Compact on human rights, labour, environment and anti-corruption within its operations.

During consultation regarding the performance of its mail service, Technip France was naturally expecting a "responsible" service offer that would closely match its social commitments and its priorities in terms of innovation, flexibility, transparency and service quality.

The PITNEY BOWES solution

Technip France chose Pitney Bowes's offer in partnership with Handéa, a company with « Sheltered Workshop » status, to form a combined team providing Technip France on the one hand advice on optimising and organising its mail/freight service, the equipment and modern functional processes and the disabled employees trained to carry out the processes for these added value services on the other.

Since then, this eight strong team has been managing the incoming and outgoing mail of all 3,000 employees. The team is responsible for the mail room at Technip France headquarters in La Défense and has implemented efficient and innovative tools to ensure the logistics of the employees' mail.

Opportunities for disabled workers

The mail/freight team is made up of four Pitney Bowes employees and four Handéa employees. This special program makes it easier for disabled people to have access to jobs. The service extends to the management and distribution of mail to the 39 floors of Technip France's tower building and various adjoining premises in the nearby area. Both companies are specialized in this business, they are versatile and the teams work in synergy and maximize their respective experience on disability and customer service.

What also singles out Technip France is its high number of expat employees. For this group of personnel, they are responsible for delivery of personal belongings as well as their daily mail.

CASE STUDY



Client Profile

Technip France is a French operator of gas and oil engineering which specializes in project management, engineering and construction for the gas and oil industry. This company has been listed on the CAC 40 stock exchange since September 2009.

Mail traceability

Many sensitive pieces of mail travel through Technip France's mail service, especially bids that are vital to the company and need to be sent worldwide in a confidential and secure way.

Pitney Bowes considerably reduces the delivery times of mail pieces and packages to addressees but also wants to offer Technip France real added value by guaranteeing traceability of the various incoming mail flows and their delivery to the right addressees.

That is why the implementation of the forthcoming "PB Track" solution will enable the tracking of sensitive mail pieces (registered or express) via an internal tracking label.

The "Facilitri" solution will enable automated sortation through voice recognition software: when a mail piece arrives, the sortation operator reads out aloud the addressee's name. The software checks the daily updated database and immediately locates the employee's office, despite his numerous moves through various projects.

What's more, as part of a paperless incoming mail project, Pitney Bowes is working on the gradual conversion of mail rooms into digital mail rooms (mail and invoice scanning) which will probably require further personnel in the short term and hopefully a successful transition of disabled staff from Handéa to Technip France' or Pitney Bowes' professional environment.

The manager for the Logistics centre at the heart of Technip France's General Services in charge of the mail/freight service performance said:

“What singles out our sites is the fact that they employ four disabled people through Handéa”. The social dimension to the « sustainable development » approach is satisfactory, as are the requirements in terms of productivity and service continuity provided by Pitney Bowes. “The team is particularly driven and we are fully satisfied. Everybody is a winner!”

Results

- Employees at Technip France's tower offices have welcomed the disabled staff.
- A 25% cost reduction in running the mail room through postage optimization and reduction of journeys has been achieved by Pitney Bowes.
- Reduction in the Agefiph contribution (French government agency).

Benefits

- Supporting the company's initiatives in terms of sustainable development and corporate responsibility.
- Internal client satisfaction and promotion of general services.
- Guarantee of service continuity through an auxiliary task force trained in TPF processes.
- Innovation and continuous improvement initiatives allow the mail service to take part in shaping Technip France's future and its environment

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