



William Sturges Case Study

Located in the heart of Westminster, William Sturges LLP is a prestigious and renowned London law firm. It's one of the oldest law firms in the UK, through several London mergers their lineage can be traced back to 1780.



LOCATION

London

FOUNDED

1780

KEY TECHNOLOGY

Mailing and shipping solution.

KEY BENEFITS

Reduced cost, improved efficiency, future-proofed mailroom solution to comply with upcoming Royal Mail franking changes.

The Challenge

William Sturges has built a strong reputation based on the exceptional service they provide to their clients. Like many firms, they are still heavily reliant on post to send key documents to their clients in a secure and timely manner.

With the increasing costs of running their mailroom, William Sturges recognised that they needed to review their franking machine expenditure and ensure they were getting the best postage prices from Royal Mail. So, when their current franking machine was due for renewal, they looked to an alternative provider that could offer a comprehensive mailroom solution at a competitive cost.

The Solution

Before advising on suitable solutions, the ITDS Mailroom team undertook a comprehensive cost reduction and efficiency analysis to identify current postal spend and where potential savings could be made.

Royal Mail recently announced some upcoming changes to the way mail will be franked, with a transition to using 1D barcode technology for special and record deliveries. It was essential that William Sturges reviewed their current set up to make sure they would be compliant with this change on the 31st, October 2022.

A new franking machine was installed with 1D barcoding compatibility. William Sturges now have access to Royal Mail's free delivery confirmation service on all 1st and 2nd class small and medium parcels, giving them better value for money for items requiring proof of delivery. The hardware has also been significantly improved, with larger integrated weighing scales, in built Wi-Fi connectivity and more in depth postage reporting.

Our mailroom specialists take a consultative approach. As part of the ITDS Continuous Improvement Programme, William Sturges benefits from regular account reviews to ensure that their mailroom solution keeps pace with changing business requirements, and ensures improvements are continually made to drive further savings and efficiency.

Ongoing service and support is provided by our dedicated helpdesk and support team. So, if any issues arise, they are quickly resolved.

"The team at ITDS provided an attractive commercial proposition for our new franking machine, which provided significant savings over other providers."



The Benefits

The upgrade of the mailroom equipment has led to a 35% reduction in costs, due to reduced waste and a far more competitive lease and maintenance agreement. Ongoing consumables expenditure has also been reduced by 50%.

"The ITDS team are knowledgeable and easy to do business with. I would have no hesitation in recommending them to other businesses."

The improvement in mailroom technology futureproofs the mail and shipping needs of the business. Any changes in the marketplace are quickly identified to tap into further potential savings as they become available.

In addition, the new machine ensures that William Sturges are compliant with the upcoming Royal Mail 1D barcode technology that will come into force later this year.

Anthony Sharpe, ITDS Mailroom Director commented: "The pandemic has changed the way businesses work and how they communicate with clients. Mail volumes are declining, and more digital products are coming to market to digitise the mailroom and automate key processes. Our consultative approach can truly add value and make significant savings for businesses."

Alex Bennett, Office Manager, William Sturges LLP stated: "The team at ITDS provided an attractive commercial proposition for our new franking machine, which provided significant savings over other providers. The ITDS team are knowledgeable and easy to do business with. I would have no hesitation in recommending them to other businesses."

**Please contact us to arrange
your free workplace audit.**

