

## Case Study – HF – Legal – Digital & Hybrid Mail Solution

### Background

HF is a UK law firm providing legal solutions and services to businesses and insurers. They deal with employment law, property insurance, claims handling, commercial debt recovery, dispute resolution, restructuring & insolvency and fraud. The business has around 950 employees with 10 offices in the UK and Ireland. Colleagues work from their offices and remotely, with a modern agile working approach.

With an upcoming office relocation, HF decided to outsource their mailroom. The company were moving to new modern offices in Manchester's Media City and their existing mailroom took up half of an office floor. They also had 10 employees who were opening and digitising mail on a daily basis.

### Outsourced Objectives

The main objectives were:-

- Free up office space for relocation. New office needed for more productive activities.
- Improve infrastructure with faster and more efficient processing.
- Cost & staff resource savings.
- Eliminate maintenance and equipment costs.

### Reasons for Choosing Cleardata

HF completed a tender process for the mailroom service and were impressed with Cleardata's processes, security and certifications.

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### The Solution

Cleardata provides the following digital mailroom and outbound print services which handles around 20,000 documents per month:-

- Digital Mailroom – processing inbound mail, cheques and original documentation.
- Digital same day banking of inbound cheques.
- Outbound Hybrid Mail – corporate and commercial print.

### Our Processes

#### Digital Mailroom

- Inbound post is diverted to Cleardata's secure digital mailroom bureau.
- Mail is opened, sorted and scanned using the latest Opex Falcon Technology which automatically opens and scans in one action.
- Paperwork is classified in line with requirements.
- A full quality check is performed for all scanned images.
- Digitised documents are returned by SFTP for upload into HF's document management and workflow system.

#### Same Day Digital Banking - Cheques

Inbound cheques are digitised on arrival and banked using Bankline, providing an efficient same day banking service for cheques. A full report is provided to HF for auditing and compliance purposes.

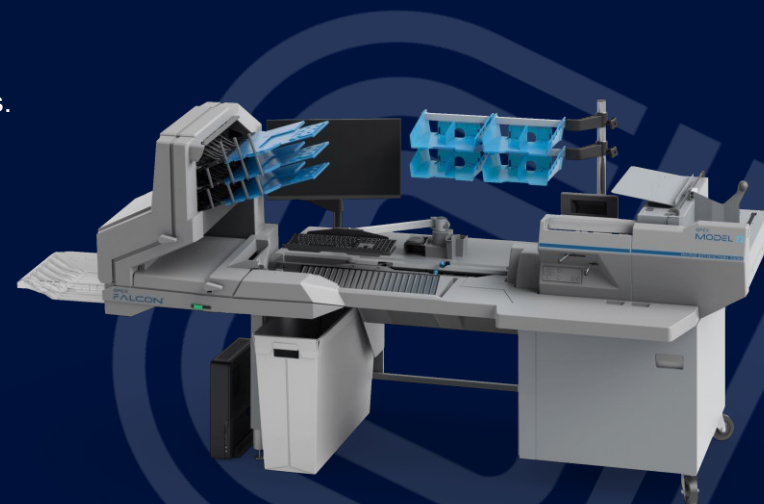
### Original Documents

Original documents are logged, digitised and securely returned by recorded mail. Tracking is completed throughout the process, with a full audit trail provided to ensure security.

### Hybrid Mail – Outbound Print & Distribution

Outbound print is provided via Cleardata's Hybrid Mail Solution. This allows HF to send digital documents and packs to be printed, enveloped and posted by our outsourced team.

Hybrid mail provides a cost-effective solution for outbound print, saving valuable time and increasing efficiencies.



Contact: 0800 046 8081

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### Client Feedback

We spoke to Ashleigh Bollard, Legal Support Manager, Projects Service Management to ask about the benefits of our outsourced digital mailroom and hybrid mail solution.

*“Cleardata’s digital mailroom and hybrid mail solution has provided a better structure for our business.*

*We’ve seen a huge difference in our inbound mail processing, with much faster and efficient turnaround times. This has improved our customer service and ensures we meet key SLA’s and supports our business to meet compliance and regulation standards.*

*The hybrid mail solution also provides a convenient service for our outbound print and postage, for our Corporate Team.*

*Significant cost savings have been delivered through more efficient use of office space and staff resource, as well as a reduction in ongoing scanner equipment, maintenance and licensing costs.”*

***“The service has seen a headcount reduction of 8 employees, providing a key saving for the business.”***

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### How have you found working with Cleardata?

*“I find Cleardata’s team provides excellent customer care, with everything dealt with on time. Our digitised post is always received within agreed SLA’s, and we’re made aware of any issues straight away.*

*The whole team are great, and we have a good relationship with our Account Manager. Cleardata and HF have monthly catch ups, they really do take good care of us.*

*We also receive regular support from their Customer Service Team. The team are very approachable and always go the extra mile, where possible.*

*I am really happy with the Cleardata service and want to stay with them for the foreseeable future.*

**Ashleigh Bollard**  
**Legal Support Manager,**  
**Projects & Service Management**  
**HF**



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