

Australian Home Care Services is a not for profit organisation, wholly owned by Multiple Sclerosis Limited. With over 30 years experience in delivering support, AHCS assists over 6000 people annually to live independently in their own home and the community.

What were they doing?

The majority of AHCS document output consisted of :

- Invoices
- Letters
- Payslips
- Rosters

AHCS produce over **10,000 documents** per month. Previously documents would be printed, then batched manually prior to being posted.

Manual quality control was required to ensure all documents were correctly attributed to the right patient, before being posted.

Why did they need to change?

AHCS was incurring unnecessary postage costs and it was taking 2 members of staff 2 days to complete the mail run. This was having an impact on debtor days and ran the risk of human error as manual sorting was required.

The Initial Solution - How Neopost Helped AHCS

Neopost implemented a solution that groups and batches all outbound documents by patient.

- If multiple documents present themselves for the same patient, the system will group accordingly thus creating 1 mail item as opposed to several, for the same recipient.
- This significantly reduces postage costs.
- All addresses are ran against an Australia Post Postal Address file to apply a barcode to the document - this allows AHCS avail of significant bulk mail discounts from Australia Post.
- A barcode is now applied on every set of patient documents to distinguish one document set from the next to ensure complete security and patient confidentiality.
- All outgoing mail is then automatically folded and inserted into each envelope using a Neopost folder inserter, ready for dispatch.

How will AHCS benefit from these changes?

Operational efficiencies have vastly improved and the AHCS has reduced the time it takes to produce and send documents.

The system gives greater control, security and visibility and the overall cost of postage and labor has reduced dramatically.

What next?

AHCS was highly satisfied with the Neopost solution. Now, as part of their Growing Green initiative, AHCS are consulting with their Neopost team to explore a complete email solution that will further reduce postage costs and reduce their carbon footprint and environmental impact.