



“The combined experience of Direct Link’s representatives, managers and owners helped us streamline our mail programs. We see Direct Link as a top authority in the international postal business.”

Non-Governmental Organization Creates Internal Savings

Committed to the eradication of poverty in Asia, an international financial institution sends large volumes of mixed correspondence and publications every day. With funding provided by donor governments and organizations, low-cost dependable delivery and accountability is mandatory. Direct Link helped to create a more cost effective distribution solution through the simplification of mail room processing and internal communications.

CREATING PARTNERSHIPS WITH A LONG REACH

With headquarters located in the Philippines and employees from 50 different countries in offices located around the world, the client had a clear need for streamlined communications. The financial

institution’s diverse operations were more than enough to keep the entire staff busy. In addition to a need for distribution assistance they also expressed a necessity for a full time staff to manage communications and mail handling.

Direct Link’s solution includes a full-time on-site customer service manager, who serves the client’s needs at an in-house service counter. Over and above the issue of cost and courier service, Direct Link made suggestions to improve mail room management, internal communication protocols, and improve performance of identified cost centers.

WORD GETS AROUND ABOUT A JOB WELL DONE

Word got around about our performance in handling mail and our market knowledge of other countries. The client then asked us to be the service provider at their personnel service counter.

GOOD PLANNING BRINGS GOOD RESULTS

After we listened to the client’s needs and identified removable costs,

we put in place a dedicated in-house Direct Link representative to oversee the implementation of a new system and counsel staff through new procedures. We also developed a new mailroom management system to assist in cost allocation. We did all this at a lower cost than their previous supplier. In a short period of time, we reduced costs by smoothing out their processes.

ANOTHER SATISFIED CUSTOMER

Our working relationship started in 2002 and has continued to be prosperous ever since. Though we are one of the three postal service providers for the financial institution’s personal and corporate mailings, Direct Link is the preferred service provider. Their internal clients have expressed their relief as a result of our ability to address their prior issues and concerns and provide them with in-house service.



