

DELIVERING EFFICIENCY



PINESOFT STREAMLINES THE DELIVERY RECORDING SYSTEM FOR SECURE MAIL SERVICES.

Credit when it's due: A company delivering more than 25 million secure packages each year can expect an extremely large volume of recipient and sender queries, even when absolutely everything goes to plan.

Everything Secure Mail Services (SMS) handles is important.

After Royal Mail, it's the second largest secure courier service, by volume, delivering to domestic addresses in the UK. Clients include financial institutions (credit cards), government agencies (passports and visas), educational establishments, ticket venues and secure printers.

Retrieval of delivery documentation (manifests) in case of client queries, is core to the operation of the business. Its success and its reputation depend on it.

The system SMS currently uses was designed by Pinesoft for the specific needs of this time-sensitive business.



Pinesoft developed a scanning system for manifest recording to replace the manual system, which had offered absolutely no scalability for growth.

Whilst the introduction of this system was virtually a power boost for the growth of SMS, it represented just one major project for Pinesoft in a portfolio of development areas it has undertaken for SMS over an enduring business relationship.



The Pinesoft solution was a perfect illustration of their expertise and ability to ensure that systems they design integrate with client's core operations. Engineered with massive integral scalability, and flexibility, it provided SMS with a stable platform for business growth. Pinesoft ensured that Scanifest could evolve with the changing requirements of SMS, allowing for an exceptional return on investment.



Document Management

Being able to notify the client of the name of the signatory in the case of a delivery query is the single most important piece of information in the 'proof of delivery' trail.

Prior to the Pinesoft solution, all daily manifests (the paper record carrying all signatures from a delivery driver's drop-offs) were physically stored in a retrieval warehouse, with a staff of four. Turnaround on any signature request was guaranteed within 24 hours.

Constantly seeking to enhance its competitive edge, SMS wanted to streamline this procedure.

Sign of the times: Scanifest

Pinesoft moved storage of manifests from a traditional manual-based process to an electronic database system, christened 'Scanifest'. This development was based not only on the bespoke requirements of SMS, but also on the in-depth knowledge Pinesoft had gleaned of the company's operations through an eight-year relationship.

With Scanifest the signed documents are scanned and entered into a database and turnaround on signature request has been reduced to a matter of seconds. Both the retrieval warehouse and the staff of four have been re-deployed, facilitating enormous savings in overheads.

Lasting benefits

Enabling SMS to offer a best-in-class proof of delivery system enabled Pinesoft to prove impeccable credentials in developing simple-to-operate solutions for the highly complex logistics market.

Additionally, Pinesoft solutions and staff have become integral to the operation of SMS. Five team members from Pinesoft are permanently based within the SMS organisation, working on systems infrastructure and support.

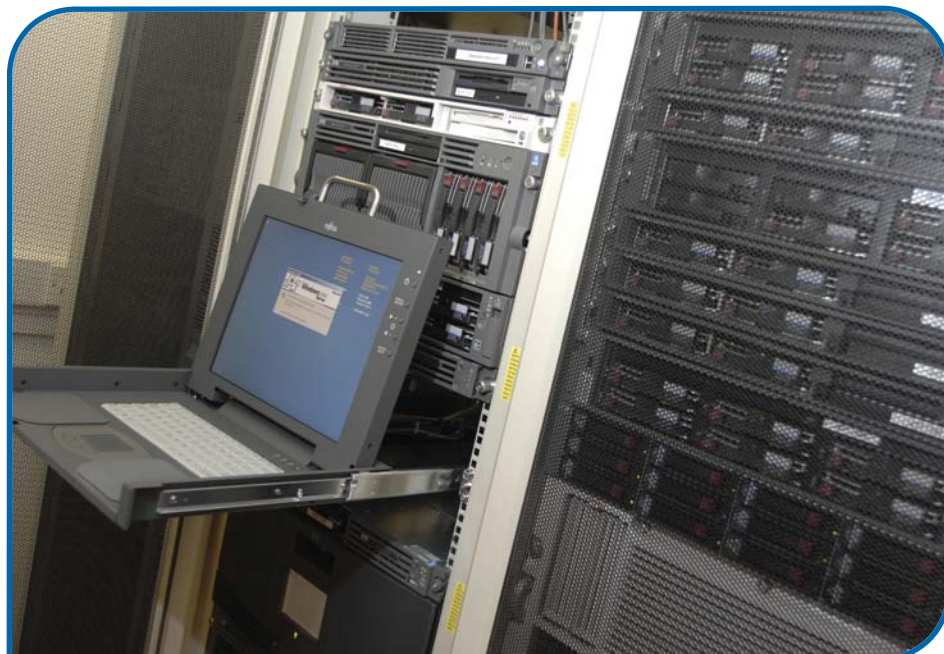
Established in 1994, Pinesoft is a software development company which specialises in the rapid application development of complex transactional systems for both large global organisations and SMEs, primarily in the logistics and distribution sector.

Through expert use of object-oriented design methods they ensure that their bespoke solutions can always be integrated with a client's ongoing business needs.

Mutual reliance

"This is a truly collaborative partnership. Pinesoft are constantly coming up with new developments and new and faster ways of doing things. They know our business as well as we do. The real benefits to us come in both cost and operational efficiencies. In more ways than one, Pinesoft pay for themselves; they've ensured that we have never lost a day of service through IT issues."

Paul Davies, Director of IT at SMS,



smart IT solutions

1 Waterhouse Square
138 Holborn, London
EC1N 2ST
Tel: +44 (0)20 7353 6161
www.pinesoft.co.uk