

 CITY HALL

## CASE STUDY

### GOVERNMENT

# Automated Technology Empowers State Government

**challenge:** A state government needed to distribute ever-changing employee benefit documents to more than 30,000 workers on a timely basis. Using traditional methods required multiple vendors to print, customize and mail its employee benefits materials. Without centralized control, the state was experiencing poor communication, delivery delays and high costs.

**solution:** Our team focused on streamlining and automating legacy processes. Using our Click4Collateral™ web-based tool, we centralized all printed materials within an inventory management system that enabled electronic ordering for human resource managers statewide. We utilized print on demand technologies to keep materials current and reduce inventory, and developed a quality control program to track and improve order turn-around.

### impact:

- **Saved thousands of dollars in shipping and postal costs by combining same location orders.**
- **Decreased fulfillment processing budget.**
- **Reduced average order turn-around time.**



Click 4 Collateral™  
solution **saves**  
**thousands** in  
shipping and  
postal expense