



## 620 BANK BRANCHES, EVERY DAY

The five main clearing banks in Ireland, Bank of Ireland, AIB, Ulster Bank, First Active and National Irish Bank maintain a network of 620 branches in nearly every town in Ireland. In 2001 the main banks negotiated to devise a consolidated delivery service for internal mail and cheque pouches. A single delivery service would improve service, avoid route duplication and reduce costs for all the banks. The DX won the contract to provide the first consolidated inter-branch mail service.

## OLD PROBLEM, NEW SOLUTION

Before 2001 all the banks experienced similar problems with inconsistencies in the internal mail service. Cheque pouches from around the country were frequently delivered late to the banks' data centres in Dublin, causing delays in the processing and onward dispatch of pouches. Problems caused by delayed mail and the staff time spent chasing up stray packages and pouches were creating significant expense for all the banks.

## DAILY COLLECTION AND DELIVERY

In 2001 DX won the banking group contract for all internal mail and pouch

deliveries. The DX visits each of the 620 bank branches every working day, collects the cheque pouches and other internal mail and delivers it into the banks' Dublin data centres between 20h30 and 23h30 each evening. By 02h00 the following morning, the data centres have finished their processing and have begun to prepare the outbound mail pouches for DX to deliver back to the branches. DX commits to delivering every single outbound pouch to the relevant branch by 09h00, at the beginning of the working day. A side benefit of this service is that it allows each bank to collect all its outbound post and to post it from one location each night, taking advantage of substantially discounted rates that apply when posting more than 2,000 items at a time.

## HUGE SAVINGS

DX's initial contract for the Inter-branch service was for two years. During that time, DX demonstrated how it delivered on its promises – providing a reliable service and eliminating processing delays and time spent chasing up stray internal mail, while simultaneously making huge savings in delivery costs. As a result, the five banks awarded DX a second two-year contract in 2003. In 2005, the service was put out to open tender and DX retained the contract again in the face of stiff competition from nine other companies.

## TRUSTED DX SERVICES :



DX is Ireland & the UK's leading independent mail and courier company providing a range of products and services delivering approximately 40,000 items per day in the B2B market.

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