



The University of Sydney

Facts at a glance:

- Converga smoothly transitioned the university's mailroom services from an on-site model to an off-site model
- Mail is processed at the Converga Technology Centre (CTC) in Sydney
- Converga is responsible for over 3,500 incoming mail items, 1,500 internal mail items, 1,500 outgoing mail items and 500 international mail items each day
- On-site courier services are available for urgent building to building delivery.

Case Study - Mailroom - The University of Sydney

Re-engineering The University of Sydney's in-house mailroom to an off-site outsourced model has enhanced service delivery and achieved cost efficiencies for the university

The Business

The University of Sydney is ranked among the world's top 40 universities and has a reputation for outstanding teaching and research excellence.

The university boasts over 46,000 students and over 3,000 full time academic staff. The university's mailroom encompasses approximately 4.4 million pieces of mail which are then dispersed throughout the university's 10 different teaching campuses, spread throughout the Sydney area. This includes 470 buildings, over 20,000 rooms, spread over 1000 floors and 500,000 m2 of floor space.

The Challenge

To improve and transform the university's on-site solution to a standardised off-site sorting system with subsequent delivery of that sorted mail to departments/faculties and schools.

The Solution

To meet the challenging needs of the University's mail services, Converga developed an evolutionary mail traffic process that resulted in a sustainable long-term change to The University of Sydney's mail operations.

The Outcome

Converga transitioned The University of Sydney's mailroom services smoothly from an on on-site model to an off-site model.

Converga processes the university's mail at our off-site Converga Technology Centre (CTC) in Sydney ready for delivery at the university's first building by 8.00am each morning. We are responsible for over 3,500 incoming mail items, 1,500 internal mail items, 1,500 outgoing mail items and 500 international mail items each day. We also provide on-site courier services for urgent building to building delivery.