



Converga has assisted Victoria University by reducing not only our mail courier expenses and management costs, but our mail transport emissions as well because our system is now efficiently centralised at their South Melbourne premises. It is important for us to know that Converga is also addressing their own environmental impacts through their ISO certified Environmental Management System and has been recognised for their achievements by the NSW Government Sustainability Advantage Program.

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Case Study - Mailroom - Victoria University

Converga have helped Victoria University (VU) reduce not only their mail, courier and management costs, but also their CO2 emissions.

The Business

VU is a multi-sector institution (Higher Education and TAFE) with excellence in teaching, training, research and scholarship. Based in the CBD and western suburbs of Melbourne, VU comprises 11 campuses, two halls of residency and boasts over 50,000 students.

VU is conscious of their impact on the environment and engage suppliers who share their vision of a healthier planet.

The Challenge

To find an environmentally aware supplier who could manage VU's high-volume of mail and courier items, while also reducing costs.

The Solution

Converga was chosen for its proven mailroom experience combined with its environmental vision and goals. The transition from a multi-site in-house mailroom solution to a centralised off-site mailroom solution based at Converga's Technology Centre (CTC) in South Melbourne is producing significant cost-savings, as well as streamlining mail delivery and helping reduce its carbon footprint.

The Outcome

Converga now process all Victoria University's mail at our facility in South Melbourne. This includes 1,000 incoming mail items, 750 internal mail items, 1,000 outgoing mail items and 340 internal library tub movements every single day. Because we service multiple clients in the CTC it means only one trip to the post office for those clients. Additionally, Converga's mailroom professionals are specifically trained in mail handling processes with the resulting model being approximately 50% more efficient than in-house models.

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