

# GRTU Seminar SME Week - Innovation

10<sup>th</sup> October 2017



# Outsourcing

## Logistics, Back Office, Records Management

*“Make sure your back office is their front office.”*

– Jack Welch CEO, General Electric.

An successful organisation focuses its resources to do what it does best.

To succeed you have to be the best at what you do and outsourcing allows you to free up those precious, trained resources to focus them on what really differentiates your business.

# Benefits of Outsourcing

## **Economies of scale**

Increased shared resources maximise efficiency and allow for reduced cost of ownership

## **Reduced costs and risks**

A pay per use model eliminates the need to invest in facilities, transportation, technology and personnel.

## **Reduce Internal Effort**

Frees up management time and allows your organisation to focus on the core business requirements.

## **Scalability**

Allows you to scale up at the pace of your business growth and deal with rapid growth and seasonal variations without concerns about capacity issues

## **Technology:**

An outsourced provider invests in the area of specialisation and has the opportunity to provide innovative and efficient solutions.

# Malta's Largest Delivery Network

MaltaPost operates the largest and most experienced delivery team on the islands, and delivers daily to all local businesses and domestic addresses.

- Largest delivery network in Malta, with over 160 walking delivery beats, 80 motorcycle delivery beats and 40 courier vans.
- 7 day week operations with commissioned services on Sundays and payment on delivery options
- Largest retail network in Malta with 40 post offices and 30 sub post offices for payment, pick up and returns opportunities
- Parcel locker network for automated 24/7 pick up and drop off options

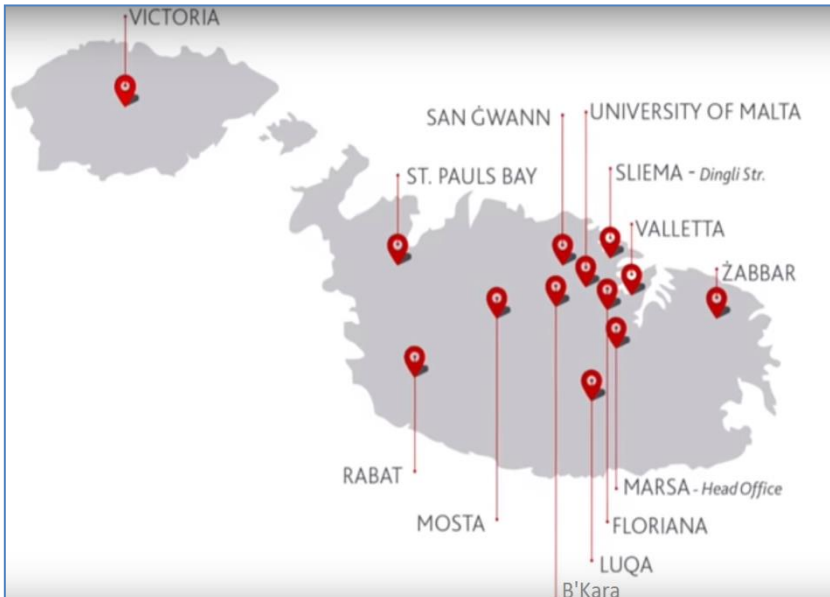


# Innovative delivery solutions

## Introducing Malta's largest parcel locker network!

Easipik is a solution for today's busy online consumers who are not usually at home to receive deliveries.

Your organisation can also use Easipik to deliver product to your customers!



## Advantages:

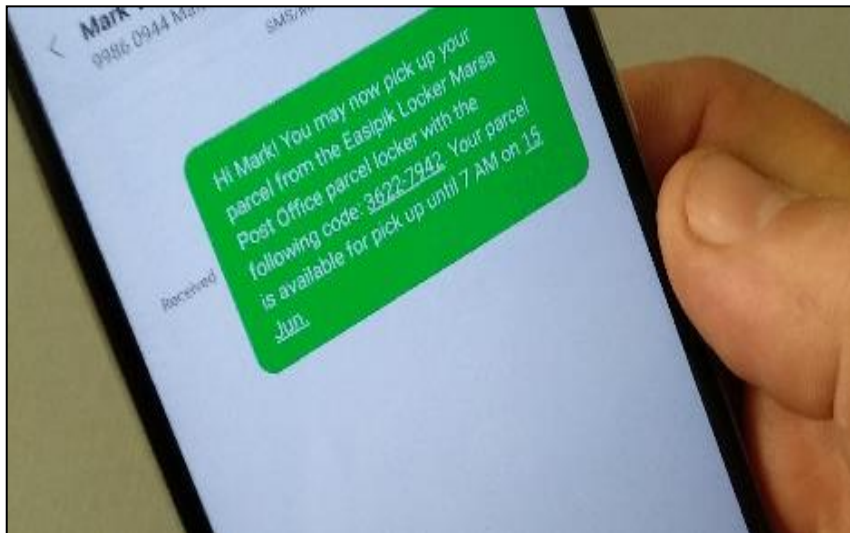
1. 24/7 access to lockers, collect at any time
2. Secured indoor locations
3. Extensive deployment across Malta & Gozo
4. Real time consumer SMS notification
5. Low cost next day delivery option
6. Full tracking information and proof of delivery

# Local deliveries with Easipik

What can you use Easipik for?

- Local online purchases
- Promotions & samples
- Regular subscriptions

How does it work?



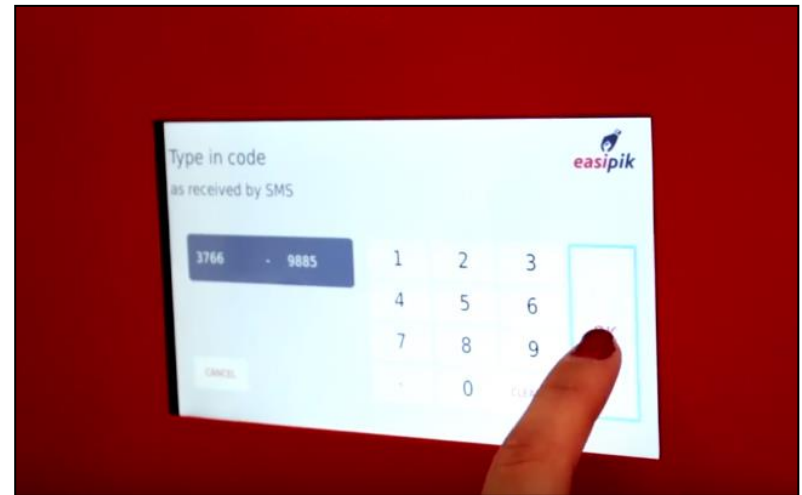
Items forwarded to MaltaPost with customer name, mobile phone number, e-mail address and chosen Easipik locker.

By the next day MaltaPost will place the items in the chosen locker and your customer will receive an SMS

# Local deliveries with Easipik

Your customer will then visit the Easipik locker location chosen at his or her convenience to collect the item.

The code received on the SMS is entered on the locker touch screen



If the code entered is correct the locker containing the item to be delivered opens up and the customer can collect the item.

If an item is not collected after three days this expires and is picked up by our couriers and returned.

# Back Office Services Outsourcing

Struggling to find resources? Do you end up working your team on overtime to print those monthly statements or complete an advertising campaign? Outsource these tasks to MaltaPost!



**Printing:** Quality business printing of: letters, newsletters, annual reports, statements, invoices and renewals.

**Folding, Insertion and Bagging:** Automate the processing of a wide range of documents, envelopes, inserts and business reply envelopes.

**Post / Delivery:** Bulk Posting, Business Reply Service, Courier

**Data Processing:** Payment Handling, Data Entry, Content Management

**Document Management:** Boxed Storage, Media Storage, Scanning, Shredding





# Document Archival Outsourcing

MaltaPost provides the most comprehensive records management services on the island covering the full document life cycle and allowing you to free up office space while storing your records in a safe and organised environment!

- Purpose built document and media archival facilities
- Flexible and efficient retrieval and delivery service
- Increased security and control of an off site storage location
- Secure storage for paper and media records
- Scanning and digitisation services
- ISO 9001:2008 certified operation



Thank you!



# About MaltaPost ...

MaltaPost p.l.c. is Malta's leading postal services and logistics company and the sole licensed Universal Service Provider. The Company has a dominant presence in the Maltese market for all postal services and operates the largest retail network serving the general public with 40 Post Offices and 30 sub Post Offices. MaltaPost employs over 720 people and operates a delivery network to cover all of Malta and Gozo on a daily basis. Apart from postal services Malta is a major player in logistics services and Document Management Services

MaltaPost is regulated by the Malta Communications Authority ([www.mca.org.mt](http://www.mca.org.mt)) and the Malta Financial Services Authority ([www.mfsa.com.mt](http://www.mfsa.com.mt)). MaltaPost has been listed on the Malta Stock Exchange ([www.borzamalta.com.mt](http://www.borzamalta.com.mt)) since 2008.

- Nation Wide Network:
  - 40 Post Offices
  - 4 Delivery Hubs
  - 30 Sub Post Offices

