How we helped the University of Sydney

With close to 50,000 students and staff across 13 campuses, the University of Sydney is as much a logistical challenge as a medium-sized country town.
**Snapshot**

**Customer**  
University of Sydney

**Industry**  
Education

**Website**  
sydney.edu.au

**Product**  
Courier services and ingoing / outgoing mail distribution

**Challenges**
- Find a partner to provide inbound and outbound on-campus mail distribution
- Make the most of innovation and technology to deliver better service
- Leverage economies of scale to keep costs down
- Make the transition with minimal disruption to campus life.

**Solution**
Courier and mail management services

**Results**
- Smooth transition completed within an extremely tight (two-week) window at the beginning of 2014, while the majority of students were off-site
- Additional, out-of-scope services were identified
- Delivery routes were optimised to maximise time and cost savings with consolidated drop-off points adding to the benefits.

“Ultimately, it’s the mail delivery and redistribution service provided by Decipha that has been rolled back into the main business giving us options around technology, and parcel and courier management, which are aspects we are keen to deliver on.”

Kevin Duffy

“We transitioned at a good time for us. The contract was awarded late 2012 with an early January start – when the university is particularly quiet. We moved into that transition with Decipha in late December, and I have to say it was very smooth and the transition occurred very effectively.”

Kevin Duffy
Background

The University of Sydney services around 50,000 students and employs around 7,500 staff across 13 campuses. This makes it as much a logistical challenge as a town with a population size somewhere between Maitland’s and Albury’s, and it’s growing every year.

An internal review had flagged opportunities for service improvements and potential rationalisation to reduce overheads.

Kevin Duffy, Operations Manager of Campus Infrastructure and Services at University of Sydney, said “We’ve got campuses in metropolitan Sydney but also out as far as Broken Hill, Dubbo, Orange and Lismore, so we’ve got quite a large spread and a large requirement in terms of how we move things within and around our campuses to assist our business.

Each year that equates to somewhere around 1.6 million mail items such as small letters, large letters, small parcels and large parcels. We receive a lot more paper than we send out.”

Optimised delivery routes maximise time and cost savings

Additional, out-of-scope services were identified

Smooth transition completed within an extremely tight (two-week) window at the beginning of 2014

This customer story is based on information provided by University of Sydney and illustrates how one organisation has used Australia Post’s Decipha service. Many factors contributed to the results and benefits described. Australia Post does not guarantee comparable results elsewhere. This campaign was delivered via Australia Post’s Decipha service. For more information, visit auspost.com.au, call 13 11 18 or speak to your Client Sales Executive.
Challenge

The primary challenge was to take the current solution, which had been trying to keep up with the ever-expanding need, and find an overarching solution that removed double-handling, minimised waste and errors, and helped the day-to-day operations of the University run as smoothly as possible.

As Kevin Duffy explained, the University decided to review the services available in the market that would provide better access to technology as well as keep track of and understand how the University’s mail delivery was functioning. In addition, they wanted to look at innovative ways for parcels to be delivered and distributed around the University more efficiently.

The next challenge was to implement the new solution with minimal disruption to the operations of the University, its staff and students.

Solution

The University of Sydney employed Australia Post’s Decipha services as the backbone for their solution. Decipha is an Australian industry leader in helping business and government better manage and process their incoming information, driving cost savings and process efficiencies. Decipha intercepts all inbound mail and parcels, sorts it into various drop-off points within the campuses and to external delivery points, and then delivers the incoming mail while picking up the outgoing mail. Courier services were bundled together and are now serviced by Australia Post’s StarTrack service. Delivery routes were optimised to maximise time and cost savings, with consolidated drop off points adding to the benefits.

With Australia Post being a national provider and having access to many services, one of the major benefits the University has seen since engaging Decipha, is a more streamlined mail sorting and delivery process.

Results

The partnership between Australia Post and the University of Sydney is constantly finding new ways to blossom. From an implementary perspective, the transition went more smoothly than hoped for considering the size and scope of the organisation. As each service matures and new opportunities open up, the University of Sydney is turning to Australia Post to help them find the right solution.

“We transitioned at a good time for us. The contract was awarded late 2012 with an early January start – when the university is particularly quiet” said Kevin Duffy “We moved into that transition with Decipha in late December, and I have to say it was very smooth and the transition occurred very effectively.”

To find out more about our enterprise and government solutions, please visit auspostenterprise.com.au