



Fletcher Building SendSuite™ Tracking Online (SSTO)

Fletcher Building Limited is one of the largest building companies in Australasia, listed on the NZX and ASX. Founded in 1909, the company today employs more than 16,000 staff in New Zealand, Australia, and the South Pacific and operates through six divisions: Building Products, Distribution, Concrete, Residential and Development, Construction, and Australia. The company is a significant employer, manufacturer, home builder, and partner on major construction and infrastructure projects in the region.

Fletcher Building had been using a manual, paper-based process to handle incoming parcels. Because of the high number of packages it receives daily, managing this process was time-intensive for admin staff, and it left room for errors.

The team therefore wanted to move to an automated, digital system. SendSuite™ Tracking Online (SSTO) by Pitney Bowes turned out to be the perfect solution.

We previously used a manual process for incoming mail and packages. However, because of the large number of couriers we receive daily this took up a lot of time for our admin staff. At the same time, having a manual process left room for errors.

We decided to invest in SendSuite Tracking Online to automate the process and increase the productivity of our reception staff. Implementing SSTO has made a great difference to our business, particularly for our admin team. We've managed to reduce the time spent on inbound parcel management by two hours each day, which is an incredible time saving.

Furthermore, we've reduced the errors in delivering packages and documents around the business, which has led to happy personnel.

—Stephanie Utanga,
Campus Facilities Manager,
Fletcher Building.





About SendSuite Tracking Online

SSTO is a cloud-based solution that streamlines the logging, tracking and management of incoming packages and mail.

Backed by sophisticated reporting, it puts the user in control by providing the tools to know the real-time status of any item and where it is within the organisation. It's an intuitive, easy to use solution which requires no up-front staff training.

The benefits

SendSuite Tracking Online delivers Fletcher Building include:

- Faster processing of inbound parcels and documents resulting in increased productivity
- Better internal 'customer experience' as people are receiving the right parcel or letter in a timely manner
- Less time spent tracking down deliveries or assets
- Fewer errors from manual processes
- Greater accountability for parcel and mail received

For more information,
call or visit us online.

Australia

Level 1,
68 Waterloo Road
Macquarie Park
NSW 2113
13 23 63
pitneybowes.com/au

New Zealand

Building B, Unit 1 & 4
72 Apollo Drive
Rosedale
Auckland 0632
0800 748 639
pitneybowes.com/nz



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