

mailing.com



CASE STUDY

How a National Tech Firm
**Streamlines Critical
Communications** by
Partnering with mailing.com

Overview

A national technology firm specializing in SaaS products for the healthcare and finance sectors was struggling to scale its print and mail communications in line with growing customer demand. With a rapidly expanding client base and regulatory compliance pressures, the company faced mounting challenges with timely delivery, secure data handling, and high variability in output formats. In early 2024, they partnered with mailing.com to modernize and consolidate their document production processes.

Challenge

The company previously relied on a fragmented network of print vendors with limited automation, inconsistent turnaround times, and minimal integration with internal systems.

Monthly output included over 1.2 million communications—ranging from invoices and tax forms to personalized customer letters—all with strict SLAs and regulatory requirements.

Their existing process lacked visibility, made audit compliance difficult, and introduced manual bottlenecks that threatened service levels.



Solution

mailing.com implemented a fully managed document processing workflow anchored by a custom-built application that integrated directly with the firm's existing infrastructure. Jobs are now submitted securely via SFTP and instantly assigned a unique Work Order ID, enabling end-to-end tracking in mailing.com's secure customer portal. The system supports real-time validation, dynamic proofing, and built-in redundancy across mailing.com's Canon, SCREEN, and RISO production lines.

To meet delivery verification and regulatory requirements, mailing.com enabled seamless support for certified mail with return receipt. This process is fully automated within the production workflow, allowing the company to track delivery status in real time and store proof-of-mailing documentation directly within their account portal. Certified mail volumes are pre-programmed into the workflow and segregated during production for precise handling and tracking.

The firm also adopted Vault, mailing.com's online document presentment and payment platform.

Vault provides secure digital access to all outbound documents, supports retention policies, and gives end-users a convenient way to view, download, and pay balances online—all within a fully compliant environment.

By partnering with mailing.com, the company replaced complexity with automation, gaining a scalable, auditable, and customer-friendly communications platform.

Results

Within 60 days, the firm transitioned 100% of its outbound mail volume to mailing.com. Key performance improvements included:

20%

Reduction in turnaround time

100%

On-time delivery for regulated tax forms

Integrated

Certified mail with return receipt tracking

Self-Serve

Reduced support tickets through Vault's self-service access

We Can Help You Too!

mailing.com owns your entire mail program end-to-end, from data through delivery.

One team. Full accountability. No vendor juggling. No handoff gaps.



One Team, Full Accountability

No rotating reps. No re-explaining your program. Your dedicated team stays assigned and builds working knowledge of your business over time.



Scale Without Adding Risk

Seasonal spikes, new programs, and complex requirements. Our infrastructure absorbs it without delays or drops in quality.



Multi-generational Expertise

Decades of experience producing high-volume mail for regulated industries. We know what formats drive response and how to optimize for cost and speed.



Six Production Facilities

Full redundancy and capacity to meet your growing needs. Quality controls built into every stage of the process.

Production Capabilities

- In-house envelope conversion
- Inkjet press 300 to 1200 DPI
- Digital and lithography presses
- Inline match mail and inkjet print
- White-label production for marketing and transactional mail
- API-driven mail integration



White-label production



API-driven mail integration



Full-service managed programs



Ready to bring your mail program **under one roof?**

Contact us today or scan the QR code

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