box-it ®

documents are our business

Fuel for thought

In a move to streamline their national operations, Calor Gas decided in 1997 to centralise and move its operations from Slough to a new purpose built Head Office in Warwickshire. As part of the restructuring involved with the centralisation, Calor Gas took the opportunity to explore specific functions which could be out-sourced.

The Solution

Traditional Mailroom services

During the winter months, the Mailroom at the Calor Gas Head Office typically receives between ten to fifteen mailbags each day comprising between ten and twelve thousand items of mail, 70% of which contains cheques that need to banked in the morning of receipt. Box-it has arrangements with its' business partner Royal Mail to deliver this mail at 07.00am each day and Box-it staff then sort, open and distribute the mail to client business areas by 10.00am.

At regular times throughout the working day, outbound mail is collected from the business areas, returned to the Mailroom and processed for collection by Royal Mail. Throughout the day, deliveries and courier services are handled by the staff both in and outbound mail.

Document scanning

Calor Gas is working towards a paperless office environment and the Box-it Mailroom provides a pivotal and vital part of the process. The Mailroom creates and applies information to live and historical documentation across the Head Office and by regional offices throughout the UK via Calors own internal network. The documentation therefore can be accessed by Calor agents and operational staff on a 24/7 basis.

Documents scanned in the Mailroom relate to billing, purchasing, Health and Safety certifications for Calor Gas cylinder and bulk gas tanks, legal documents, in short, all documentation and correspondence that Calor collates in its' normal business processes.

Documents go through five main stages:

- Preparation for scanning according to Calor's specific requirements.

- Scanning and output to Calor's main image storage repository.

- Applying index data to allow retrieval of the image by Calor staff at their desktop.

- Those documents that are required to be stored in accordance with Calor's Document retention Policy are placed in archive boxes, tracking details affixed to the boxes and then transferred to Box-its local off-site secure storage facility.

- End of life documents are collected by Box-it for secure environmentally friendly destruction.

![box-it logo](documents are our business)

"Box-it staff take a very proactive role suggesting cost savings and improving efficiency at every opportunity. The staff are courteous, helpful and never fail to meet the high standards they set themselves. We have been extremely pleased over the years with the interaction between Box-it and Calor staff and they fit seamlessly into the Calor ethic."

Robert Simmonds

The Mailroom creates electronic images of 3 - 4,000 documents each day for all business areas of Calor Gas. Proof of Delivery documents are also captured electronically this enables queries to be answered instantaneously and gives reference to the signed delivery note, enabling less payment queries and speeding up the payment process.

Box-it has worked with Calor Gas since 1997 and has expanded it's original service offering to include Reception cover, bulk colour and black and white photocopying, outgoing mailshots, fire warden duties, in short it has become a key central service to the Facilities Manager. Box-it staff are committed, reliable and will always respond to the varying demands of Calor.

The move to Warwickshire and outsourcing essential services such as the Mailroom and associated services allowed Calor Gas to make a saving of ten million pounds per year.

Benefits Overview

• Reduce and control costs and increase productivity

• Reduce duplication of works and time consuming data entry

• Reduce and control storage costs

• Locate vital business records quickly and conveniently

• Minimise instances of lost or mislaid documentation

• Increase the quality and response times of customer service queries

Find out more

If you want to find out more or need any additional help in operating the Box-it system please do not hesitate to call us on

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