

CASE STUDY

MALTAPOST

Esper investment **guarantees deliveries** are on time

WHO

MaltaPost p.l.c. is Malta's leading postal services company, delivering 6-days per week to all households and businesses in Malta and Gozo.

Maintaining their dominant presence means they are constantly updating their processes, focussing on improving efficiency and ensuring a consistently high standard of service.

Duplo's challenges were to:

- Automate collation of increasing volumes of unaddressed mail documents
- Significantly increase total number of door drops made
- Ensure the footprint was small enough to fit in the post room
- Provide MaltaPost with a fast ROI



WHAT

The Post company wanted a user friendly solution that existing staff would be able to use.

They also wanted to:

- Guarantee advertisers a specific day for delivery
- Consider branded wraparound for easier set separation and additional revenue stream from spot advertising
- Free staff up to focus on delivering document sets

“ This investment frees up our staff to have sufficient time to focus on delivering sets to 145,000 households every week. ”

Adrian Vassallo, COO - MaltaPost

SOLUTION

The Duplo Esper DM230V PRO together with the DMSE Stacker Elevator provided a simple and easy to use collation system that enables MaltaPost to deliver up to 145,000 households every week.

These Duplo products enabled:

- Fast turnaround of collated sets of unaddressed mail
- Handling of a wide range of different document formats and types
- Simple enough for any existing delivery staff to be able to operate
- Flexibility to move machine around premises
- 100% set integrity
- Low maintenance and cleaning