client testimonials

Absolutley delighted with Hybrid Mail Solutions service. Highly recommend to others and will definitely use you again.

Ann-Marie McGarry Manager Ballycastle Credit Union

"Hybrid Mail Solutions save us time and money. We are able to track every letter via the secure link and it gives you total confidence in the system. It was so simple to install and use. They supply the paper, toner, envelopes, postage and labour. I couldn't ask for anymore. Great service and I highly recommend Hybrid Mail Solutions."

DRA Credit Management Ltd

Hybrid Mail Solutions thanks for sending the letters out so quickly.

Liam McCullagh Manager Camlin Credit Union

Improving your business

What is HMS Mail Me?

The majority of documents are created in house. This requires a number of processes, all of which incur cost and time, using expensive resource and assets, i.e. people, post rooms, machinery etc. Additionally higher postage costs are paid, as only limited discounts are available due to the lack of volume and pre-sortation performed on the mail.
Issues around auditability, consistency of documentation, presentation and confidentiality are also rife using this method.

HMS Mail Me solves all of these and many more problems by offering your business the ability to create, proof and then centrally print and post their mail quicker and more cost effectively than traditional mail creation and postal methods, whilst at the same time reducing the impact on the environment and increasing efficiency and visibility of their print and mail processes.

HMS Mail Me offers the benefits of an on demand web to print and hybrid mail solution as a truly integrated on line office solution through a range of services and applications. In essence, it will enable customers to stream and consolidate their mailroom activities through 2-3 day definite mail service, with significant additional benefits of transparent management information solution.

It's simple; a user in the business creates and sends the letter via file print. The letters are sent to a central server. Hybrid Mail Solutions prints, inserts the document into an envelope and posts the letters direct via Downstream Access. The letter is then delivered by post 2-3 days later.

HMS Mail Me is Hybrid Mail Solutions primary product for the future. The significant investment in software and infrastructure will enable Hybrid Mail Solutions to remain the leading market provider within NI & ROI regions. As a direct result the proposed HMS Mail Me solution will benefit from continued software enhancements and service improvements.

As a communication tool HMS Mail Me offers the client an extensive range of products to ensure that customers receive timely information, whilst your business significantly reduces its postage, fulfilment and related costs.

What are the benefits of using HMS Mail Me?

Benefits to your business

- **Reduced Production and Postage costs-** HMS Mail Me will enable your business to reduce its production and postage costs significantly versus current production and mailing methods. HMS Mail Me will optimise your businesses business units document outputs to achieve the maximum cost savings on labour, consumables, print and postage

- **Reduced investment-** Reduce your business's investment into (non centralised) expensive production machinery such as folding and inserting machines and franking machines

- **Reduced maintenance costs**- no need for your business to maintain expensive and/or out-dated machinery.

- **Increased productivity/longer production windows -** Your businesses staff will no longer have to manually collect and prepare documents to be posted, and can spend more time carrying out core tasks. Additionally, your business could benefit from longer production windows providing your organisation and its partners with potentially an additional 2 hours per day (10 hours per week, 40 hours per month – an extra working week per month) to process transactions and mail customers quicker to improve sales and customer response times.

- **Increased document integrity-** Your business will be able to track and trace items through the production process and ensure that all items are produced and posted using Optical Mark Reader. The solution will integrate into your business's current production technology.

- **Improved management information-** Your business group will have greater visibility of all documents produced and receive on demand management information.

- **Improved document quality–** Your business will be able to control the organisations letterheads, stationary and attachments and achieve high quality and consistent production of documents.

- **Faster communications**- your business will be able to ensure documents reach the recipient in the quickest time possible.

- **Immediate 24/7 access -** Your business and its partners will have immediate 24/7 access to HMS Mail Me in order to take advantage of maximising the production window to enable a more effective throughput of customer communications.

- **Managed Service approach –** we are not a software company who are focused on selling software, but see ourselves as a partner who are interested in long term mutual benefit.

- **Partnering on sales, implementation and support-** HMS Ltd will work in partnership with your business in sales and marketing, implementation and support of the solution within your business

What are the product features?

The HMS Mail Me product includes a wide range of features, which includes:

- **Safe and secure-** all documents are encrypted and sent via a secure connection to a highly secure production centre.

- **Secure encryption and transmission-** documents are encrypted to a 256bit standard algorithm and submitted via a HTTPS connections

- **Works with existing software-** with HMS Mail Me there is no need to for additional document editing or composition tools, you can create your documents in existing applications such as Microsoft Word.

- **Simple integration-** using the HMS Mail Me auto send "hot folder" functionality you can easily integrate your back office systems to send documents to the HMS Mail Me system using a series of monitored folders. There is no need for expensive re-development.

- **Wide range of submission methods**- there are a range of ways to send documents to the HMS Mail Me service, these include the print driver, auto send "hot folder" feature. There will also be a web browser and API submission methods in the near future.

- **Accurate addressing-** the HMS Mail Me service can validate recipients address detail against the Royal Mail PAF and make any suggested amendments. This will ensure that maximum postal discounts are achieved.

- **Full audit trail-** all your documents have a full audit trail that detail at what time they were submitted and printed.

- **Document integrity** – The production process is managed through barcode and/or OMR marks to ensure that documents are tracked throughout the process and to guarantee the integrity of each and every envelope.

- **24 hour availability-** the system is available 24 hours a day 7 days a week to ensure that customers can accesses the system at any time to take advantage of the production window or to carry out document activities at non-peak times of the day

- **Scalability-** The solution is fully scalable and can handle all your document requirements however many items you send.

- **Ease of use-** all the HMS Mail Me applications and interfaces are intuitive and easy to use even for those who are non-IT literate.

- **Workflow authorisations-** workflow processes can be set up for any documents that need management approval before being posted.

- **Automatically create document packs-** the system can be configured to recognise your documents and automatically select the chosen postal options and include the required letterheads and attachments.

- **Adding letterheads and attachments**- the system allows you to easily add letterheads and attachments to your documents

- **Control of your brand-** control the stationery and attachments that staff can use in document creation

- **Select your posting dates-** select the date that you want your letters posting using a simple calendar system

- **Control your users options-** control the printing and postage options that users can access to ensure optimum services used

- **Extracting document references**- we can extract specific pieces of data from your document, such as a reference or invoice number, which can then be used to search for document in the document store, or provided as part of your management information.

- **Edit your documents-** the system allows users to resize documents or move areas of text to ensure that they fit to the production templates.

- **Detailed management information**- receive management information to a user or departmental level to control your print and postal costs