



# SECURED MAIL

CONTINUOUS IMPROVEMENT TO SUPPORT MAJOR GROWTH

## CASE STUDY: SECURED MAIL

# Improved services through innovative process automation

Secured Mail delivers over 500 million items every year for businesses, retailers and organizations of all shapes and sizes. They are one of the largest eCommerce, postal and retail logistics businesses in the UK with a tailored approach to their services. Their key solutions include bulk mail, eCommerce, retail and international delivery.

To further improve the services they provide for their customers, Secured mail has been continuously streamlining their operations. Thanks to their drive to improve, their processing hubs in Luton and Warrington have seen major growth in efficiency over the past few years. With their combination of E-commerce and postal services, their process hubs need to handle a great variety of items that are hard to sort, for example Royal Mail bags, bundles and trays with letters.

### Increasing efficiency of processing hubs

With the installation of two Slide Tray Sorters with XL Trays in Luton and Warrington, Secured mail and Equinox MHE kick off their partnership. Since then they have been looking for improvements to Secured mail's existing systems and processes to increase the efficiency of their processing hubs.

The initial sorting system focused on the sorting of a wide range of products. This enables Secured mail to distribute not only postal but also a broad range of e-commerce items fully automatically. From small, lightweight items to big and bulky items, all can be inserted without a problem. The system handles even the most fragile packets or items with divergent shapes like round or cylindrical packages.

Due to the ergonomic workstations, operators can safely and efficiently work with the system. Improvements on ergonomics were made by placing the input at a correct working height, setting the input trays at the optimal angle and placing monitors and scanners on extendable arms to allow the best position for each individual operator.

### Continuing improvements

The second phase of Secured mail's efficiency improvement involved two challenges for the Luton hub. The first was the pre-sorting of the incoming flow of items. To successfully pre-sort these items, the system needs to identify the address at high speed and after identification, apply a Secured Mail label. This is now executed by a high speed label line. Items are inducted on a pocket belt conveyor and are weighed, measured and labelled before they are sorted into the correct magnum box through a cross track sorter.

The second challenge was the quick sortation of parcels and large letters in Royal Mail Yorks. A bomb bay split tray sorter previously installed in Secured mail's Crick hub turned out to be a suitable solution. This sorter was decommissioned in Crick, moved to Luton and reinstalled there. This system is applied for clients such as Amazon, City link and Debenhams.

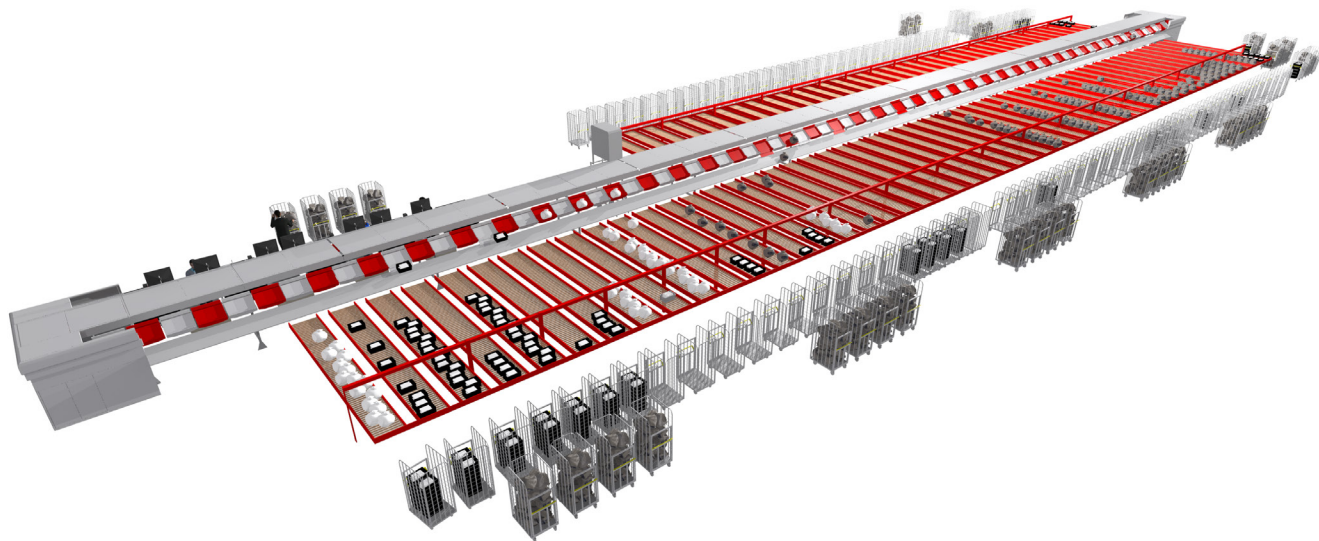
### A lasting partnership

These kind of lasting partnerships are essential in this active and competitive economy. Equinox invests in relationships that go beyond one-time projects. We value our customers and understand that our systems support mission critical operations in the distribution process. Therefore, support has grown as the cornerstone of our organization and our support professionals are available 24/7.

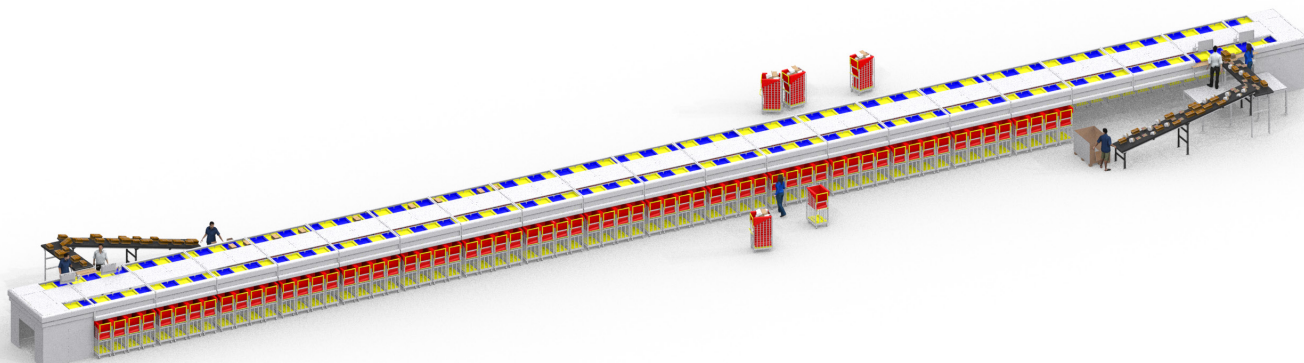
We believe that by collaborating with our clients through service and possible expansions, both parties are able to learn from each other and align with each other's needs. By closely working together, clients not only benefit from Equinox solutions, but also play an active role in the development of new products. This is how Equinox supports companies like Secured mail to become and stay future ready.



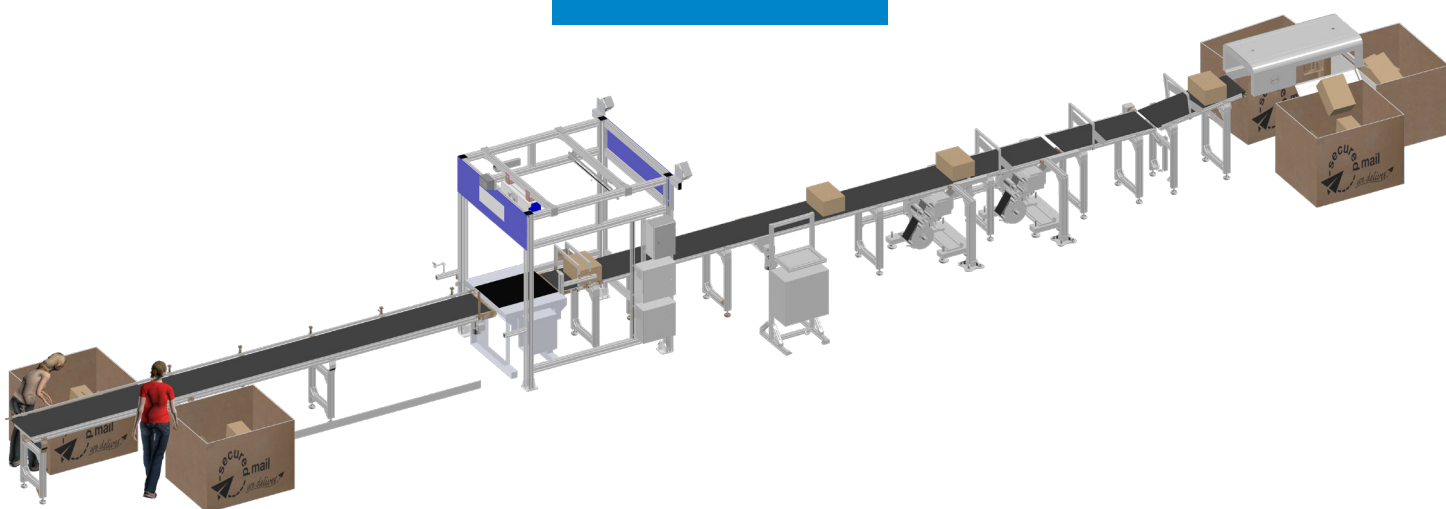
SLIDE TRAY SORTER



SPLIT TRAY SORTER



HIGH SPEED LABEL LINE





*"This investment continues our growth in the e-commerce sector working alongside one of our major automation partners - Equinox MHE"*

*- James Wilkins, Operations director Secured Mail*

## Equinox MHE

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