

Case study: Major UK bank, Investment banking division



A new environmentally friendly solution for **SameDay Courier Services** in partnership with Williams Lea and CitySprint

Background

Our client is the investment banking division of a major UK bank with its headquarters located in Canary Wharf, London. It outsources a wide range of business support activities including SameDay Courier Services.

Williams Lea is a global BPO company and a leader in the provision of Corporate Information Solutions. Williams Lea works in partnership with a world class supply chain to develop and deliver BPO solutions for clients which reduce cost, improve service quality and reduce environmental impact.

CitySprint is the UK's largest privately owned SameDay Courier business offering SameDay Courier, NextDay Courier, International Courier and Specialist Services through its network of 30+ ServiceCentres across the UK. CitySprint is committed to minimising the environmental impact of its business activities and providing clients with environmentally friendly options.

In partnership with Williams Lea, CitySprint provide SameDay Courier services to this Investment Bank.

The challenge

Our client is committed to increasing the sustainability of its operations and managing the social and environmental impact of its business. As such, it seeks environmentally friendly solutions from suppliers when outsourcing business support activities, including SameDay Courier Services.

Traditionally the availability of environmentally friendly delivery options, such as pushbike couriers in Canary Wharf has been limited due to the distance between Canary Wharf and the City. This has been exacerbated by the main artery that connects the two areas, the 'Limehouse Link', being inaccessible to pushbikes.

Our client challenged Williams Lea and CitySprint to solve this dilemma and provide an environmentally friendly SameDay Courier solution for its headquarters in Canary Wharf without compromising speed or efficiency.

Challenge your service provider to deliver innovative outsourcing solutions that reduce costs and your carbon footprint

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The solution

Williams Lea recognised the value in a recently launched CitySprint initiative with CentralExpress which provides a low carbon emission SameDay Courier Service to businesses based in Canary Wharf.

CentralExpress uses CitySprint couriers operating in the Canary Wharf area to collect packages from our client site and perform rapid and secure shuttle runs between Canary Wharf and CitySprint's City based ServiceCentre.

As soon as the packages arrive at CitySprint's City based ServiceCentre they are instantly sorted and securely distributed via a fleet of environmentally friendly pushbike couriers.



Results

The new solution for the Investment Bank has resulted in:

- Improved Carbon Footprint – an 38% reduction in CO₂ emissions*
- Delivery times reduced by 25% between E14 and the City
- Continued cost savings as a result of CitySprint's commitment to best practice. Plus the usage of pushbikes has reduced the impact of rising energy costs on the overall cost of SameDay Courier services using the CentralExpress solution.
- Improved speed of delivery
- Overall improved service levels

* Based on the movement of 16,668 pieces of mail between March 2007 and August 2008 from E14 to the City

The future

Both Williams Lea and CitySprint are committed to continually reviewing and improving the service provided to our client and are currently building on the success of the CentralExpress Service by introducing the use of CitySprint's electric motorbikes for priority deliveries.

Company insights

- Williams Lea delivers environmentally focused BPO solutions that support its clients' Corporate Responsibility commitments. Our Environmental Roadmaps identify available options, costs and benefits and implementation timescales
- Williams Lea maintains ISO 14001:2004 certification and a comprehensive Environment Programme designed to improve both its internal and its supply chain environmental performance
- CitySprint offers clients a range of environmentally friendly delivery options including Pushbikes, CityTrikes (Human Powered Vehicles), Electric Vehicles (vans and motorbikes), Smart Cars and Alternative Fuel Vehicles
- CitySprint's external environmental programme offers clients the opportunity to assess, reduce and even offset their own carbon footprint
- CitySprint's environmental programme has been accredited with the internationally recognised 14001:2004 - Environmental Management System (EMS) and has also won a number of industry environmental awards
- For information about Williams Lea's approach to environment visit www.williamslea.com
- For more information about CitySprint and its environmental programme visit www.citysprint.co.uk

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