

Customer Profile

Organization

Vanderbilt University

Location

Nashville, Tennessee

Enrollment

12,000 Students

Staff

22,000 Employees

Industry

Higher Education

SCLLogic Product

SCLIntra™ Enterprise

Application

Enterprise package tracking and routing for up to 400 items a day that must be delivered in a timely manner to students and staff in 229 buildings across campus.

SCLLogic Partner

Motorola

Hardware

Motorola Symbol Mobile
Computers and Cordless Scanners

Benefits

The paperless, scalable SCLIntra Mobile Enterprise Mail and Package Tracking system has increased visibility and accountability while reducing costs.

SCLLogic Helps Vanderbilt University Improve Package Tracking Accountability, Trim Costs and Decrease Paper Usage

“From installation to service or technical questions, we have had nothing less than spectacular results. SCLLogic has saved us time and money and they are awesome to work with.”

— Mickey Anglea, Vanderbilt University Postmaster

Organization: Vanderbilt University

Founded in 1873, Vanderbilt University (VU) is a research university in Nashville, Tennessee. With more than 12,000 students and 22,000 staff (includes the VU Medical Center), VU is the second largest private employer in the state.

Challenge: Inefficient Paper Process Resulted in Lost Packages

Vanderbilt Mail Services used a paper process to track hundreds of packages received per day. The volume was just too much to track manually especially during busy periods in the spring and fall when temporary trailers are brought in to process over 2000 student and staff shipments per day. It required seven staff members to process the mail and packages delivered to 229 campus buildings.

Numerous packages were lost as a result of the paper process and on some occasions the post office was billed for valuable packages lost while in their care.

Vanderbilt developed very specific requirements for a package tracking system, including a receiving kiosk, automatic updates of the recipient list, mailbox assignment and email and text-based notification.

Vanderbilt did an exhaustive search of the available package tracking systems: “We did a very thorough RFP with four leading mail and package tracking system vendors including SCLLogic. Three of the companies pretty much said no to almost all our requirements, but SCLLogic said yes! The one thing they have over the rest of these companies is they write their own software and this is a huge advantage for us and them,” said Mickey Anglea.

Solution: SCLIntra™ Software & Motorola Mobile Computing Hardware

VU's enterprise package tracking system consists of seven workstations and five handhelds. Packages are scanned as they are received from the carriers (UPS, USPS, FedEx, DHL) and matched up to the list provided by the carrier. The items are matched up to the recipient on campus and a notification email and label are generated. Since space is limited, a forwarding system was implemented for students no longer on campus in order to cut down on the number of packages that are stored in the Mail Center. Staff packages are delivered via campus courier and the recipients sign the courier's handheld screen for proof of delivery.



Vanderbilt University Success Story

Results: Vanderbilt University

As a result of purchasing the SCL*Intra*™ Package Tracking Software, the VU Mail Center has achieved the following results:

- Freed up two FTE's and one driver
- Dramatically decreased paper usage
- Significantly reduced Mail Services phone call volume
- Achieved ROI in less than two years: reduction of lost packages and FTE's
- Reduced turnaround time (package arrival to student pick up) by 50%
- Shortened time students spent waiting in line retrieving packages

"We average over 9000 packages per month and we have not lost one since implementing the SCLLogic package tracking system in 2007. **Purchasing an SCLLogic mail and package tracking system was one of the best decisions I've ever made,**" said Mickey Anglea, Vanderbilt University Postmaster.

SCLLogic, LLC

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About SCLLogic

SCLLogic is the leader in package tracking solutions. We design, develop, deploy and support our software. SCL*Intra* Package Tracking Solutions are available for purchase, rental or lease; on premise or hosted; you decide, we deliver.

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