

THE COMPANY

Barnsley Metropolitan Borough Council in South Yorkshire strives to improve the quality of life for its community. They have an ambitious plan to improve the economic outlook for their residents, change the relationship between the council and the community and improve people's potential and achievement.

This is no easy task in a climate where the council budgets are being slashed whilst maintaining essential services for their residents.

Barnsley is an innovative council who consistently look for creative ways to do more with less money. One way of doing this is to make better use of their resources by making their back office processes

THE ISSUES

Barnsley Council realised an obvious way to cut costs was by reducing their printed output by sending more documents electronically and started to research the market.

Given that the council is a large and complex organisation, it was important to choose a solution that could be rolled out in incremental stages without impacting on customer experience or requiring investment in staff training. The new provider must also be SAP approved so the solution could integrate seamlessly with their SAP ERP system.

Most importantly, the financial pressures on the council meant that the solution must not only save money but provide a fast ROI.

“We have been impressed by savings in both time and costs using SSLPost solutions. SSLPost is user-friendly and integrated seamlessly within our existing infrastructure.”

Dave Robinson, Barnsley Council

THE SOLUTION

SSLPost met all the selection criteria and Barnsley launched a pilot scheme to send pay slips electronically.

The once laborious and costly process of sending out payslips soon became a thing of the past. The solution also gave Council employees first-hand experience of receiving and opening secure email and demonstrated how easy the solution is to use.

Following the success of the pilot scheme, SSLPost Secure edocument delivery and secure email was made more widely available across the Council. It was easy to install and run as it was fully compatible their existing SAP ERP system. The SSLPost solution provided a number of additional benefits such as the ability to track and trace receipt and opening, improving communication as well as security.

THE OUTCOME

Barnsley Council have been SSLPost customers since 2009 and 4,517 staff members use SSLPost secure solutions. Today, the council send invoices and remittance advices as well as epayslips, P60s and P11D's, electronically.

All sensitive information is now sent by secure email, reducing their consumable and postage costs whilst maintaining confidentiality. The businesses in their region have tangible proof of their drive to cut costs and improve efficiencies whilst reducing the environmental effect of their daily document exchanges.

Barnsley Council has substantially reduced the time spent by their staff to carry out these tasks which can now be refocused on other areas of Council business.