



Print and Mail – Two Great Operations That Go Great Together

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May 24, 2023

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1



Overview

- Evolution or Revolution?
- Leadership
- Challenges and Lessons Learned
- Opportunities



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2



Evolution or Revolution?

- Our Stories
- Position in the organization
- Challenge of blending two cultures



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3



Our Stories:

State of Tennessee



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4



Our Stories:

State of Colorado



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5



Position in the organization

- What is being printed? Mailed?
- Internal customer relationships
- Culture and environment



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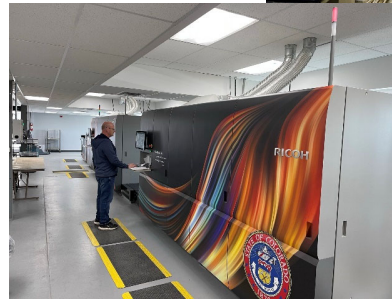
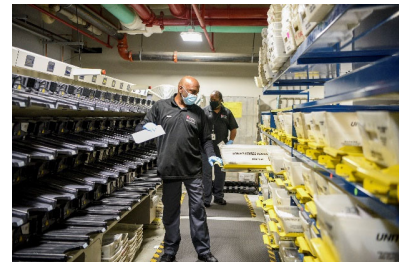


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Challenge of Blending Two Cultures

- Workflows
- Team meetings
- Communication – internal and external



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7



Leadership

- Is it Print or Mail that takes lead?
- Recognizing people's fears
- Ask questions
- Strategic move for the two entities
- Who has the skills to make this happen?



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8



Challenges and Lessons Learned

- Technical side isn't the challenge
- Changing org chart
- Communications and change management
- Need a SME



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9



Opportunities

- Business intelligence
- Holistic approach towards solving problems
- Identify and promote people
- Address quality



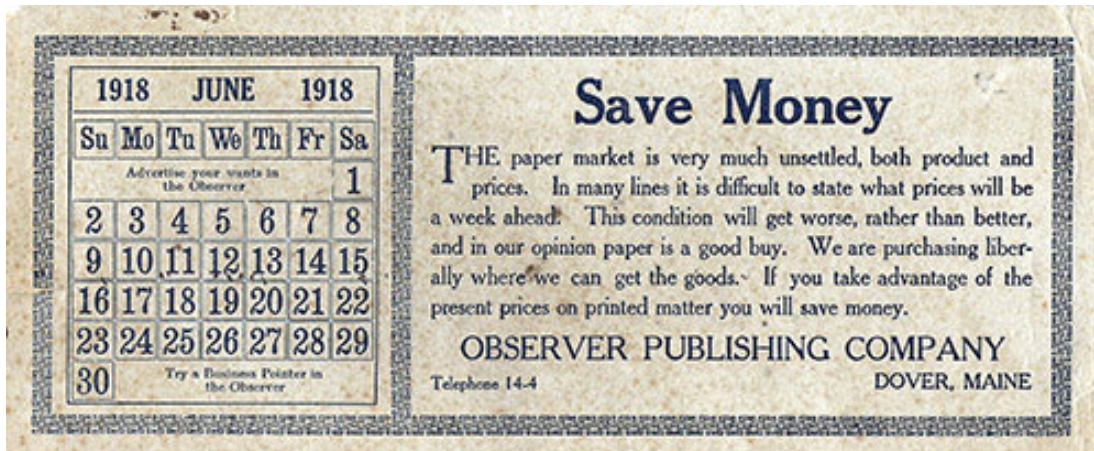
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10



Digital Transformation : Drive Increased Value of Print



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11



Questions?

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12