Mailroom Technology Transition

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Executive Summary

By outsourcing mailroom services to Konica Minolta (our copy services provider) in partnership with The Millennium Group (TMG), NJIT will:

- Upgrade existing mailroom equipment
- Implement a digital mail solution
- Provide adequate / flexible staffing
- Realize a $1M budget cost savings over a 3 year period
- Reduce NJIT employee headcount by 7 FTE's

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Mailroom Staffing

Previous mailroom staff (in good standing)
- 4 retirements
- 1 transition to building services
- 2 considering applications

TMG staff (contract started 11/2)
- Brian Guerriere, Director of Operations
- Jim Byrnes, Operations Manager
- Dermot Murphy Jr., Chief of Staff
- Tyeesha Craighead, NJIT On-site Supervisor

Who is TMG

THE MILLENNIUM GROUP
Service Matters

- Konica Minolta Partner

- NJ Based, Minority & Woman Owned Business

- 36 years, $100M revenue, 350 locations, 2,500 employees

- Recognized by NJ BIZ as a Top 50 local business leader

- Once listed by Fortune Magazine in its Fastest 5000

- 200k sq. ft. of mail fulfillment space in Piscataway, NJ

- 200M mail pieces processed annually

- Local universities serviced: Fairleigh Dickinson & Drew

- Digital Mail facilities include: Freddie Mac, Warner Media, Zebra Technologies, Everest Reinsurance

Mailroom Technology Transition Plan

Phase I
- Update Package Scanning Equipment (end of life)
- December 2020

Phase II
- Transition to TMG Digital Mail
- January 2021

Phase III
- Implement Package Rate Shopping
- March 2021

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P1 - Update Package Scanning Equipment

Brynka Package Scanning Features:

- Cloud based
- iPhone scanners
- Employee database with email addresses updated daily
- Starting 12/17/20, system will email employees upon
  - Delivery to NJIT mailroom
  - Delivery to department / end user
- Starting 1/4/21, barcoding of delivery stops will
  - Record mailroom staff delivery times
  - Provide reporting of delivery and efficiencies

P2 - Transition to TMG Digital Mail (1/27/21)

Pre-sort
- Mail is brought to NJIT mailroom
- Excluded mail is pulled and delivered as usual
- Digital mail is brought to TMG Piscataway facility early morning

Digitizing Process
- 150 pages / minute scanners
- Automated name recognition software identifies recipient
- Minimal TMG employee contact with contents
- Employee database with email addresses updated daily
- Secure email is white listed

Email
- Received by end user the same morning
- Envelope scan in the body of email – saved in TMG database for reporting
- Contents scan is a pdf attachment – not saved & not discoverable in TMG database
- Physical mail securely stored then securely destroyed in 10 days by default
- User can request the physical mail be delivered to NJIT via a reply email

Confidentiality
- Bonded and insured
- Confidentiality agreements
- HIPAA and PII compliance
- HITRUST certification – global standard for safeguarding information

Opt Out
- Case by case basis
- Department head and VP level approval

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P3 – Implement Package Rate Shopping

Starting 3/24/21

Deploy this add-on module of the phase 1 Brynka Package System

Allows department end users to:

- Shop for best shipping rates from multiple carriers
- Create shipper labels at their desks (or in the mailroom)
- Streamline the process by using mailroom carrier accounts
- Provide chargeback reporting for accounting
- Use NJIT single sign-on (SSO) technology

Mailroom Technology Transition – Q&A

Emailed Questions:

1. Why hasn't someone collected my outgoing mail today?
2. My office receives confidential documents and money orders. How will these be handled and will we receive the hard copies?
3. How will you handle mail without names?
4. How will you handle mail to individuals who are no longer at the university?
5. What type of data security exists?
6. How do I opt out?
7. What about residence student mail (incoming and outgoing)?
8. The website says no personal mail should be processed through the mailroom but the reslife coordinators live on campus.