

CASE STUDY  
**LOGISTICS  
SOLUTIONS**



## Sterling service pays dividends for RBS



### **Q THE CHALLENGE**

Working in partnership with RBS since 1997, TNT has provided a daily collection and delivery service across 2250 branches nationwide.

RBS have a requirement to move large volumes of time-sensitive cheques, internal mail, stationery, marketing and print materials every day. TNT was challenged to provide a tailored inter-branch solution which was cost effective, secure and that streamlined processes.

In addition to setting up a multi-site solution TNT continue to work with RBS to enhance service levels and reduce carriage costs by reducing the number of cheque processing centres, reducing the operating footprint and helping RBS transform their business through continuous improvement and effective change management.

### **💡 THE SOLUTION**

The on-going relationship enabled us to collaborate with RBS and their cheque processing supplier to provide innovative solutions. This collaborative approach allowed us to drive further cost and operational synergies from within RBS's cheque processing and logistics supply chain.

A full re-plan of the existing solution was completed that included the development and implementation of an optimised solution using Remote Image Capture locations within existing TNT facilities for physical cheque processing.

To drive environmental and commercial benefits as well as improving efficiency in the solution, we additionally transformed the model from an independent collection and delivery service to a single stop combining both services. Both changes were managed effectively with no impact to RBS service levels or their customers.

### **✅ THE RESULTS**

RBS has seen considerable improvements in efficiency. The changes have resulted in an annual reduction of 22 million miles, significantly reduced the carbon footprint of the operation, a 25% reduction in annual charges and a 35% reduction in the number of drivers utilised to provide the services.

In addition the number of cheque processing centres has reduced from 8 to 5 through the introduction of 9 localised Remote Image Capture locations at TNT facilities whilst the implementation of a single delivery on collection service has reduced disruption for branch staff and their customers.

The success of the contract has been recognised with numerous award wins, including:

- RBS Quality of Service Award
- RBS Top Supplier Award
- World Mail Awards – Quality
- UK Mail Awards – Customer Service
- RBS World Class Competitive Advantage
- RBS Best Overall Supplier
- RBS Best Services Supplier
- RBS Corporate Responsibility
- RBS Best Operations Supplier

“TNT has not only transformed our original logistics solution but has continued to pro-actively work with us to drive significant ongoing cost efficiencies and innovation. TNT is a strategic partner who delivers service excellence underpinned by robust risk management and a continuous improvement culture.”

**DAVID BARTON** RBS Head of Contract Management Supply Chain Services