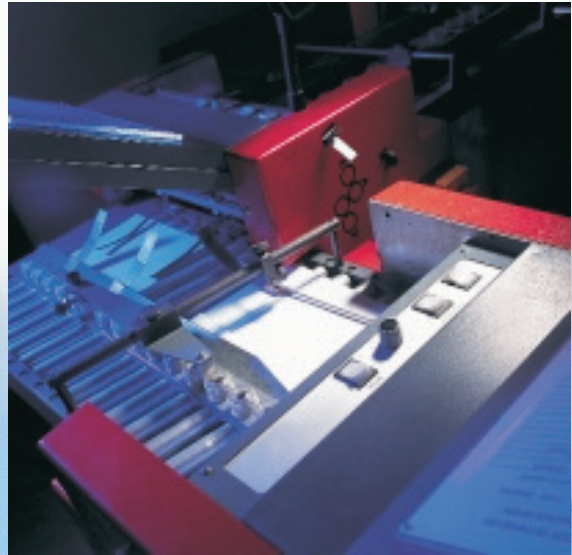


Post Haste

Case Study



THE COMPANY

Guardian Strata is a specialist Strata Management company focused on servicing the Inner West market of Metropolitan Sydney. The company has a strong technology focus in striving to reduce costs and increase productivity.

BUSINESS ISSUES

Guardian Strata's focus is on providing value add services to their clients. They didn't want to be constrained in achieving this business objective by being hamstrung by manually intensive tasks such as bulk mail outs of Levies, Arrears and AGM notices.

They also did not want to incur considerable capital costs in having the printing equipment in-house. Ossie Pisanu said "our people need to focus on the interaction with our owners, not grappling with in-house technology".

REQUIREMENTS

Guardian Strata required a solution that was easy and secure for the person running the levy process as well as being able to provide an audit trail of the mail items sent. A billing analysis by Strata Plan was another key consideration. From a technology perspective Ossie Pisanu said "There was no requirement to buy or install additional software nor change any of the existing internal workflow processes by going with Post Haste".

TECHNOLOGY

Guardian Strata use Rockend's StrataMaster system. StrataMaster sends XML files to Post Haste. Post Haste then merge Guardian's data into their specific form formats and apply business rules to reduce the number of mail items sent.

Each month considerable time was being wasted printing and posting levies and arrears notices rather than spending time on the more client visible aspects of Strata.

After investigating a number of options, we chose Post Haste due to the simplicity of sending them our levy and arrears data and not having to rely on sending large word merged files which would have been huge. They were also able to conform to Macquarie Bank's specifications of 90gsm paper with a 93mm perforation.

*Mailing with Post Haste ended up being cheaper than doing it ourselves. The decision was a financial "no brainer".
Ossie Pisanu (Director)*

