



Case Study: Fettes College

Background:

Fettes College, founded in 1870 is one of the UK's pre-eminent co-educational boarding schools. There are approximately 560 pupils in the senior school and 200 pupils in the Prep School. Their international pupils represent over 35 countries worldwide. Some 100 full-time academic staff and 120 full-time non-teaching staff support them.



The College Estates Department has responsibility for handling up to 2000 items of mail and parcels a month on behalf of students and staff. This includes sorting and distribution to all areas of the college.

The Estates and Security team would carry out the time-consuming process of manually recording all information relating to these items on paper before notifying each recipient via e-mail; the recipient would then sign for each package alongside the handwritten details.

Challenges & Installation:

A streamlined and visible system was sought to improve efficiency by eliminating handwritten records, speeding up the process of automatically notifying the recipient of the arrival of their items, recording subsequent movements and proof of delivery. After a period of research and live demonstrations by [EXPD](#), it was decided that [OmniPost](#) was the product most suitable for Fettes College needs.

The required system had to be quick to install and implement with minimal disruption to the day to day running of the post room, and show an immediate procedural benefit.

Results:

Using this web-based system, items are now directly logged into [OmniPost](#) when received at The Gatehouse, recording the recipient, courier and package type. An automated email is generated to alert the recipient that a parcel has arrived at The Gatehouse and whether it will be delivered or whether it needs collecting. Every transaction, whether on a PC or PDA, records the date and time, provides the required visibility and completes an audit trail of each postal item; this is particularly useful for the security of examination papers.

The Head of Security commented, "The solution has reached expectation, the product does what we wanted it to do and manages our incoming mail exceptionally well. We are regularly handling up to 200 signed for pieces of mail per day" He continued "the installation was unobtrusive, smooth and our staff found the product intuitive and easy to use.

Our Account Manager Will from [ExpPD](#) has always been available to advise on any adjustments we wish to make."

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