



Efficient inter-site delivery that Lloyds TSB can bank on



Providing streamlined distribution for thousands of Lloyds TSB branches across the country helps this leading UK Bank ensure fast, secure transfer of cheques, mail and print to its 78,000 employees.



Customer **Lloyds TSB**

Services provided

- Inter-branch mail distribution
- Time-definite express delivery before 9am
- Print and stationery management
- Document scanning

Customer benefits

- Reduced costs through consolidated collection and delivery
- Faster, next day delivery before 9am
- Minimized business disruption with fewer deliveries from multiple suppliers
- Improved service levels with reliable, streamlined work processes
- Improved security with online traceability



Lloyds TSB

case study

The challenge

Lloyds TSB is the fifth largest banking group in Britain and provides an extensive range of financial services both in the UK and overseas.

Prior to contracting TNT, mail distribution was slow, taking up to 3 working days for delivery. The Bank was using numerous suppliers to ensure next day receipt of cheques and mail, generating more collections, deliveries and creating severe business disruption.

Lloyds TSB was looking to improve its nationwide distribution infrastructure with an efficient system from one provider that reduced delivery times and the Bank's costs.



The solution

- Dedicated TNT vehicles operate a streamlined service from 27 regional depots to the 78,000 employees in 2,700 Lloyds TSB branch locations across the UK.
- TNT provide next day delivery of over 200,000 internal mail items to the Bank's 2,700 locations nationwide before 9am.
- Cheques are collected after 5pm and delivered to Lloyds TSB processing centres.
- Mail, cheques, stationery and marketing material are distributed to the Bank's branches overnight and can be traced online for greater security.
- Mirrored management structures have been put in place to facilitate clear, direct communication channels.
- Staff expense forms are converted from paper to digital file format for added efficiency.

The benefits

Since implementation Lloyds TSB has benefited from faster, more reliable delivery through TNT's extensive distribution infrastructure. Business disruption has been significantly reduced thanks to consolidated delivery by one supplier, which has resulted in Lloyds TSB making big cost savings.

As added value, TNT has also developed a business continuity plan for the Bank to ensure there is minimal disruption to its operations in the event of a disaster.

"Our decision to continue to work with TNT is down to the tremendous partnership we've developed. The quality of service TNT continuously provides has set the foundations for future innovation and development for years to come." Phil Cresswell, Head of Infrastructure Category Group Procurement, Lloyds TSB



Can we do it? What's the next step?
Put us to the challenge.

Call now on: **0800 801 605**
Or visit: www.tntbusinesssolutions.co.uk

