



A BLUECREST COMPANY



“The biggest relief? Demystification of the postal process. It was a big, dark hole that no one completely understood. Now we have the tools and support with Ignite to keep that moving. We can bring someone else up to speed faster than ever before.”

—Vice President of Production

EXECUTIVE SUMMARY

Profile: St. Joseph’s Indian School serving an impoverished community

Software Solution: BCC Ignite

Challenge: Increase the volume of donation mailing by 300%

Action: Add data processing automation

Results: 98% processing time reduction, 3 times the donor mailings managed



St. Joseph’s Indian School
We serve and teach, we receive and learn.

St. Joseph’s Indian School

98% reduction in process time
30% increase in graduation

At St Joseph’s Indian School, the mission is clear: education is key for youth to break the cycle of poverty and unemployment. Located in a traditionally impoverished region where standard high school graduation rates hover around 50%, challenges abound. However, for the students at St. Joseph’s graduation rates are now near 80%. In order to achieve this success, the ability to provide a no-cost education, group living environment, and support for these at-risk children depends on contributions and donations.

THE PROBLEM

St. Joseph’s Indian School was running all of their data processing for donation mailings on older technology including IBM® AS400™ servers and Group 1 software from Pitney Bowes®. This was sufficient in the past, but the data processing group was now faced with new initiatives to deliver marketing mailings for other parts of the organization, which were being outsourced at a significant cost. All of this while being expected to increase the volume of their donation mailings by 300%.

This task seemed impossible. For the 800,000+ records they were already processing, address verification took 1 hour to transfer and another 17 minutes to process. This was just one step of the overall process which typically took 4 hours total, while monthly donor mailings were nearing 1 million pieces. The throughput challenge was only multiplied by limited resources that could run the AS400 jobs – in fact, only one resource was able to manage that server and software instance. Projects were taking days to fully assemble. With their current systems, there was no way to see a path forward to accomplish the new initiatives.



“It allows us to do the impossible. We wouldn’t have been able to complete all these new projects and could never have brought them in house.”

—Vice President of Production

BCC SOFTWARE PRODUCTS & SERVICES USED

BCC Ignite

GOING FROM DAYS TO MINUTES TO PUT PROCESSES TOGETHER

On-site assessment of their processes and performance showed an immediate opportunity for process improvement with BCC Ignite™. With the application of the new Ignite workflow, the processing time for a job went from 4 hours to 1 ½ minutes. This included adding a new de-duplication process that found an additional 6 groups of duplicates that had never been identified. File structure issues were also eliminated; the school can now take in any file type they handle into their workflow and treat all of the different inputs as one. “We went from days to minutes to put projects together.”

Today, total processing time for address verification for 2.2 million records is now running near 15 minutes. The data processing group is now able to take on a lot more work – 300% more in fact, without additional staff. Complex code maintenance has been eliminated, 5 employees are trained and able to run the new BCC Ignite workflows, and resource bottlenecks are a thing of the past. “It allows us to do the impossible. We wouldn’t have been able to complete all of these new projects and could never have brought them in house.”

THE BCC IGNITE ADVANTAGE

- » 98% reduction in data processing time
- » Doubled the volume of address verification processing in less than 10% of the time
- » Able to triple the amount of donor mailings managed
- » New functionality including de-duplication has refined the process even more

To learn more about the data solutions that St. Joseph’s Indian School and hundreds of other industry leaders use, contact us at marketing@bccsoftware.com or **800-337-0442**



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