

Freedom of Information – Response – 27061

1. Hybrid Mail

- 1. Does the organisation use a Hybrid Mail service to send letters?*
- 2. Which departments use this service?*
- 3. Who is the supplier of the Hybrid Mail service?*
- 4. What is the annual spend on this service?*
- 5. What is the contract end date and/or renewal date?*
- 6. Who is the procurement lead responsible for this contract and what is their name?*
- 7. Please provide the name or role of the relevant departmental contact for this service.*
- 8. What is the annual volume of letters sent through the Hybrid Mail service?*
- 9. What Service Level Agreements (SLAs) are in place for this service?*
- 10. Is the Hybrid Mail solution integrated with any internal systems (e.g., ERP, CRM, or document management platforms)?*
- 11. Are there any plans to review, expand, or retender the Hybrid Mail service?*

Please note, Suffolk County Council have a service level agreement with our wholly owned company Vertas, who carry out our facilities management services, including management of the post room. Vertas have confirmed this is a service that is not provided by Vertas.

2. Outbound Mail (In-House Processing)

- 1. Does the organisation use franking machines and/or folding/inserting machines for outgoing post?*

Yes

- 2. Which departments use these in-house services?*

All of Suffolk County Council and service partners.

- 3. Who supplies or maintains this equipment/service?*

Vertas Group

- 4. What is the annual spend associated with this equipment/service?*

£23,500

- 5. What is the contract end date and/or renewal date?*

On going contract

- 6. Who is the procurement lead responsible for this contract?*

Vertas Group

- 7. Please provide the name of the relevant departmental contact for this service.*

Vertas Group

- 8. What is the annual volume of letters processed in-house?*

450,000

- 9. What equipment models are currently in use?*

Quadient

10. Are any in-house mail processes automated or digitised?

No

11. Are there any plans to migrate in-house mail processes to a Hybrid Mail solution?

Not currently

3. Inbound Mail and Scanning

1. What is the annual volume of inbound mail, broken down into:

- a) Letters
- b) Parcels

N/A

2. Does the organisation use X-ray equipment to scan for suspect items?

Suspect package machine not all mail is scanned

3. Is inbound mail opened centrally by the post room or by individual departments?

Vertas Group Post Room

4. Do you scan/digitise physical mail once opened

No

5. What system/software do you use to scan

6. Do you use off-site storage for physical documents?

7. Who is the procurement lead responsible for off-site storage and/or mail digitisation?

8. What is the contract end date and/or renewal date for off-site storage?

9. Please provide the name of the relevant departmental contact for this service.

10. What is the current volume of boxes or files held in off-site storage?

11. Which supplier(s) provide inbound mail scanning or off-site storage services?

12. Do you use a document management system for storing digitised mail?

13. What is the average turnaround time for scanning and distributing digitised mail?

Questions 5 – 13 = N/A

4. Accounts Payable

1. On average, how much staff time is spent manually entering vendor invoice data into your ERP/finance system?

10%

2. How much time is spent manually tracking invoice approvals? None

3. What processes are in place to prevent or detect fraudulent or duplicate invoices? NFI
AUDIT / SYSTEM FLAGS DUPLICATE

4. How are Accounts Payable documents and audit history stored and retrieved (e.g., ERP, DMS, shared drives)? SHARE POINT linked to record in the system

5. How many invoices does the organisation receive per month? 37031 approx

6. How many employees does the organisation have? 7 Staff FTE 5.79

7. What ERP or finance system is currently used? Oracle Fusion

8. Do you use any invoice automation, OCR, or AP workflow solutions? Yes

9. What percentage of invoices are received electronically versus on paper? 99.9%

10. Do you operate a purchase order (PO) and/or non-PO invoice process?

Yes

5. Accounts Receivable

1. How much staff time is spent manually chasing customers for payment of invoices? 175 hours per week

2. What are the main challenges faced in reducing Days Sales Outstanding (DSO) and

managing bad debt? *Economic climate/getting debtors to pay.*

3. How accessible is accurate, up-to-date reporting for Accounts Receivable? *Easily accessible*

4. How far into the future can the organisation accurately forecast its cash-flow?

A: The organisation could reliably forecast its cash flow for 8–12 weeks with a good level of accuracy. Beyond that, accuracy gradually reduces, and forecasts become more indicative than precise. However, the Finance team still produce longer-term forecasts (e.g., 6–12 months) for planning purposes, recognising that they are based on assumptions and are updated regularly.

5. How many invoices or bills are sent per month? *17,000*

6. How many employees does the organisation have? *10 FTE*

7. What ERP or finance system is currently used? *ORACLE Fusion*

8. Do you use any automated AR or credit-control tools? *No*

9. What is the organisation's current average DSO? *60 days*

6. General Digital Transformation and Procurement

1. Who is responsible for overseeing the organisation's digital transformation strategy:

Mark Burgess, Assistant Director Customer Experience and Digital (incl IT) –

Mark.Burgess@suffolk.gov.uk

2. Who holds the position of Head of Procurement? *Matthew West, Assistant Director,*

Assets and Investment (includes the Procurement team) – Matthew.West@suffolk.gov.uk

3. Please provide relevant contact details or departmental information for these roles.

A: See above

4. Does the organisation have a published digital strategy and, if so, when was it last reviewed? *A: No*

5. Are there any upcoming projects relating to automation, digitisation, or transformation of mail and document processes? *A: No*

6. Do you have a dedicated print and postroom *A: Yes*

7. Do you have parking services department and PCN dpt: *A: No*

8. What is the name of the Lead for the lead for parking services inbound and outbound mail communications and contracts *A: NA*

9. Do you have a planning department? What is the name of the Lead for outbound communications – *Yes, contact details for Suffolk County Council's departments can be found via the following link: [Contact us - Suffolk County Council](#)*

10. Do you have a housing department and maintenance? What is the name of the Lead for outbound communications lead? - *No*

11. Do you have an Elections department *A:No* What is the name of the Lead for the communications lead? *A: NA*

