



### Client Profile

**Burnet, Duckworth & Palmer LLP**, a Calgary based law firm with over 130 professionals, had 1000 sq ft of mailroom space and six mailroom employees managing five different courier / messenger providers. Couriers would be selected based on the characteristics of each specific shipment i.e. destination, urgency, size, weight, etc.

### Challenge

- Centralized mailroom resulted in bottleneck of both information and deliveries
- Inefficient use of costly downtown office space
- Professionals and support staff were unable to determine status of time-sensitive shipments
- Mailroom staff required frequent training on multiple courier systems
- Accounting department required to manually reconcile and post courier charges
- Accounting department paying multiple vendors with differing payment terms
- Often forced to download courier software and install courier specific hardware

**BD&P was looking for a more efficient method of managing their local and inter-city shipping that would increase internal efficiencies while reducing costs.**

### Solution

Urban Dispatch provided BD&P with an on-line solution to increase the productivity of mailroom and accounting staff as well as the information flow to the legal professionals.

- One order entry screen for anything to anywhere
- One system for tracking all shipments
- One waybill, printable from any regular laser printer
- One contact number for customer care issues / inquiries

The on-line solution also allowed BD&P to reduce their mailroom size

- De-centralize mailroom by allowing for multi-user order entry
- Minimize training for new staff
- Reduction in hardware, software, and packing supplies

### Results

Physical goods continue to move in and out of BD&P daily, the difference is that with Urban Dispatch they move more efficiently. Not just in a physical sense but also in a digital one; where courier cost are allocated to the appropriate client file or department budget, all shipments can be tracked from any desktop computer, and delivery information can be accessed at any time.

By reducing the administrative effort required to move material goods, manage logistics information, reconcile delivery charges, and allocate client costs, Urban Dispatch has provided a solution that delivers real, quantifiable value to BD&P.

“We have used Urban Dispatch exclusively for the past 5 years as our courier agent for all same-day and overnight services and have been extremely satisfied with their professional service. Urban Dispatch completely changed our distribution processes and greatly improved employee productivity.”

Pat Gilead  
Controller,  
Burnet, Duckworth & Palmer LLP