

## Modernizing Statewide Logistics Operations

# How Louisiana Streamlined Mail & Printing Across All Agencies State-Wide



## The Landscape

The State of Louisiana's Office of Technology Services launched an ambitious initiative to centralize printing and mailing services across all Executive Branch departments, boards, and commissions. Louisiana manages between 100 and 120 million mail pieces each year, serving over 1,800 internal customers. Given the volume and sensitivity of information handled, including birth certificates, driver's licenses, and tax documents, the state needed a robust and secure logistics solution.

## The Challenge

The State of Louisiana was struggling to automate its facilities and logistics operations. With a volume of up to 120 million letters per year, improving efficiency through software was critical. The state needed modern printing and mail tracking solutions, as each agency operated its print shop without unification, could not collect bids, and lacked print job tracking entirely. For printing, there was little to no visibility into print jobs, costs, material waste, or operational duplication and the



legacy software used for mail tracking was not scalable and did not offer the security required for handling sensitive mail and packages.

## The Solution

Louisiana's Office of Technology Services needed a solution to unify operations across locations, track print jobs, scale to meet growing demand and provide robust security for sensitive materials. They partnered with FacilityOS and implemented their asset and logistics management module, LogisticsOS, to streamline mail operations across agencies.

With LogisticsOS, the State of Louisiana was able to deploy a unified, secure, scalable logistics solution to centralize mail and print operations and introduced system-wide visibility and control.

## The State of Louisiana set out to address three core challenges:



**Decentralized and untracked print operations across agencies**



**Wasted materials caused by duplicated processes**



**Lack of scalable and secure software for sensitive communications**





## Printing Solutions

With LogisticsOS, the State of Louisiana has standardized print management processes for all agencies statewide, instead of using different methods for each agency. Print job tracking significantly improved with the LogisticsOS dashboard by providing customer parcel visibility. Barcode tracking also became a core part of their process.

LogisticsOS also integrates with PrintSmart Marketplace, a service used by the State of Louisiana where customers submit print job requests to be bid on. This allowed vendors to bid on qualified jobs, view competitor bids, and customers can award vendors contracts directly from within LogisticsOS, all with confidentiality agreements in place to ensure security.

## Mail Tracking Solutions

The State of Louisiana gained complete transparency with detailed tracking of each mail item since implementing LogisticsOS. Real-time updates and visibility provide administrators with immediate access to critical information, ensuring accountability at every stage of the process.

LogisticsOS helped streamline mail volume management by integrating OPEX sorting machines and Pitney Bowes intelligent lockers. It also provided users with the ability to register as recipients in a database to expedite mail interactions and easily track interdepartmental deliveries.

Not only can the state of Louisiana now maintain accurate and comprehensive transaction and audit records, they are better equipped to remain compliant with regulatory policies, such as PUB1075 standards.



# The Benefits

By partnering with FacilityOS, the State of Louisiana successfully streamlined its print and mail operations while significantly enhancing visibility and control.

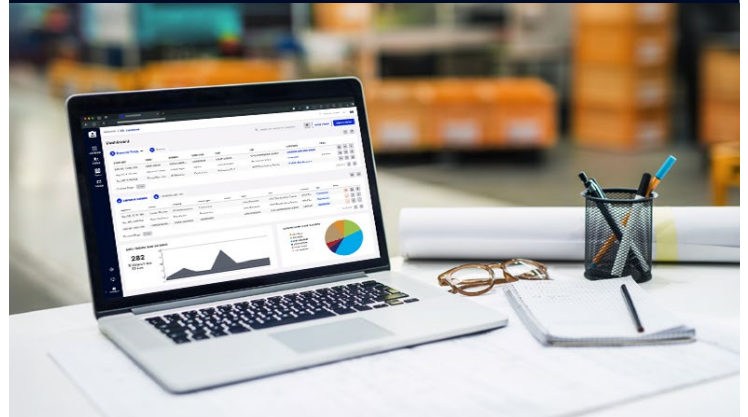
## Key Benefits Include:

- **Enhanced Efficiency & Communication:** LogisticsOS integrations improved bid collection and customer communication processes through automated print job notifications and status updates.
- **Improved Employee Experience:** Staff can more easily communicate with customers and managers about order status, form submissions, and more.
- **Optimized Insight on Workflows:** Printing and mail tracking workflows provide managers with end-to-end visibility across operations.
- **Consistent Audit Readiness:** Compliance and audit preparation were strengthened with PUB1075 standards and support for sensitive data handling.
- **Boosted Revenue:** Since adopting LogisticsOS, the state has experienced over 1700% revenue growth, reaching nearly \$28 million annually.
- **Scaled in Operations & Growth:** The operation expanded from under 15 employees to over 70 full-time staff, now supporting significantly higher volumes.

# Conclusion

By implementing the LogisticsOS solution from FacilityOS, the State of Louisiana overcame longstanding operational inefficiencies, achieved secure and scalable logistics, and gained complete visibility into workflows across its agencies. With substantial revenue growth and improved compliance, the state has set a new benchmark for government-run logistics and facilities management.

## Discover the FacilityOS Experience



- ✓ Streamline operations across facilities
- ✓ Secure parcel handling and tracking
- ✓ Track and manage assets accurately
- ✓ Process purchase orders efficiently on one screen

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