

“Kelley Create looked at our situation and said we could do better and save money. Now we can process mail every day without fault, the control is back in our hands, it doesn't cost any additional time, and there's a big line item off the expense sheet.”



• Eric Seitz, Purchasing & Supply Technician, Central Services, Missoula County

One of the first coworkers Eric Seitz met when he joined Missoula County in 2016 was a postage meter that had lost a step. Together they were responsible for all outgoing letters, flats, and parcels for the county government – to the tune of about 1500 pieces a day. He found his mechanical partner wasn't keeping up.

“A big part of the county government is the Department of Motor Vehicles and the Health Department, that means license plates and medication from the clinics,” said Mr. Seitz. “So we can't be slow, and we can't be down for long.”

Shipping and mailing processes aren't exactly seen as the heroes of business operations. But Kelley Create understood Missoula County's residents' receipt of vital information and services came down to pieces-per-second and reliability, or as we like to think about it, equipment that works well, and works when it's supposed to.

Mr. Seitz needed a partner with fresh legs in order to get what the citizens of Missoula County needed most, on time.

“Kelley Create's new sales guy just came by to say 'hi.' Then he looked at our situation and said we could do better and save money. He showed us what the Pitney Bowes P1550 could do, and the cost savings, and ultimately won the bid,” explained Mr. Seitz.

The result? Quite a few surprises. We knew we could properly onboard his new comrade in arms through installation and manual and virtual training – then fix anything that went wrong with prompt troubleshooting. It was the financial and emotional benefits of empowerment that added some spice to the sauce.

“The control is back in our hands,” confided Mr. Seitz. “Before, we outsourced a lot of bulk mail, to the tune of \$6,000 to \$10,000 a month. Now it's all done in house, doesn't cost any additional time, and is off the expense sheet. And that's a stress reliever.”

A win for the well-being and health of the residents of Missoula County, a win for Mr. Seitz, and a win for budgets composed of taxpayer dollars.

“This is one of those jobs that people don't think about,” confides Mr. Seitz. “But in the end, it's very important. We're not a department that takes a day off, because the mail has to run, just like flipping on a light.”