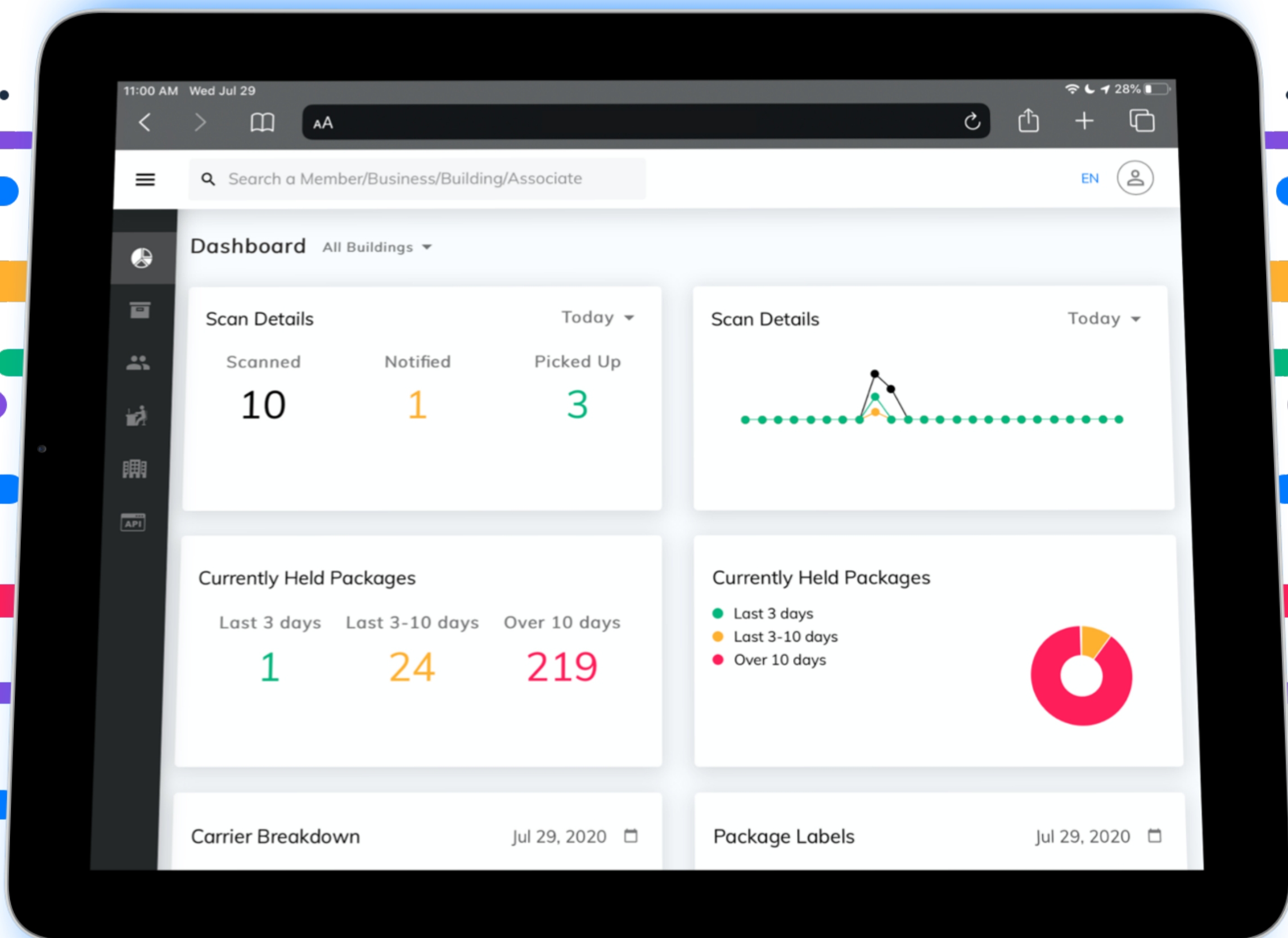# How to Choose the Right Mailroom Management Software

The first step to choosing the right software for your mailroom is to understand what features you need to alleviate your organization's pain. Most organizations make the mistake of starting their search by looking at vendors and what they have to offer rather than understanding the root cause of their issues and then going to market with that evaluation criteria. While vendors have a lot of wisdom to offer, having been involved in many mailroom management software implementations, skipping the initial requirements gathering step is a mistake that will leave you overwhelmed and confused by the different options on the market. Below we outline the evaluation criteria that are most important for most organizations.

Mailroom Management Tools
Evaluation Criteria

Category: Usability + Fit For Purpose

CRITERIA	COMMENT	COST IMPACT	CUSTOMER EXPERIENCE IMPACT	RISK IMPACT
Entering Package Details	How much manual data entry is required in case of both barcode and handwritten labels?	High	High	Medium
Flexibility	Does the software allow for that flexibility such as custom fields for storage areas, shelves, or bins?	High	High	High
Recipient Notification & Custom Reminders	How much of the recipient notification and reminder process is automated?	Medium	High	Medium
Pickup Delegation	Can the package recipient easily delegate someone else to pick up their packages?	Medium	High	Medium
Audit Reports	Lost and misplaced packages can be a liability risk. Does the software provide a quick audit trail for specific packages and recipients?	Medium	Medium	High
Mailroom Analytics	Does the software provide out of the box analytics for you to measure the most important metrics week on week, month on month or year on year?	High	Low	Medium
Contactless Delivery	Contactless deliveries have become essential for staff and recipient safety. Does the software allow for contactless proof of delivery?	High	High	High

What are your business's unique requirements?
(eg: multiple mailrooms, actionable package emails, unique checkout procedures, etc.)

Performance & Scalability

CRITERIA	COMMENT	COST IMPACT	CUSTOMER EXPERIENCE IMPACT	RISK IMPACT
Performance	How long does it take to process a batch of 10, 20, or 50 packages in one go?	**High**	**High**	Low
Scalability	How robust is the software's architecture and what's its theoretical limit?	**High**	Medium	**High**

Security

Data Privacy	How is recipient data stored and treated?	Medium	**High**	**High**
Communication Security	Is the data transmitted over secure channels?	Medium	**High**	**High**

Integration

Integration	Can it integrate with my existing systems?	**High**	Low	Low

Growth Rate

Research & Development	How much does the vendor invest in the software so that I can continue to get feature enhancements?	Medium	**High**	**High**

Support

Channels	How can I get through to support for problem resolution? Do they support chat, email, & phone?	**High**	**High**	**High**
Service Level Agreement	What's the company's historical support SLA in terms of response time & resolution time?	Medium	**High**	**High**

Try Before You Buy Option

Free Trial	Does the Vendor Offer a Free Trial?	Low	Low	**High**

Mailroom by PackageX empowers mailroom managers and front desk staff to manage incoming and outgoing deliveries in seconds at residential complexes, corporate offices, co-working spaces, and universities.

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