



## Client case Canon

Towards a more efficient management of the large flow of goods and services to and from the various UvA and HvA buildings



## Ton van Griensven

Account Director Strategic  
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Canon has been a leading provider of digital imaging and information technology since its foundation in 1937, for both individuals and businesses. With Canon Business Services, Canon focuses on outsourcing repro and printing activities, automating inbound and outbound information processes such as (digital) mail rooms and creative services. They do this using their proprietary Canon technology.

Canon manages the mailroom of the University of Amsterdam (UvA) and Hogeschool van Amsterdam (HvA), among others, and found an efficient and more sustainable solution for incoming and outgoing mail and parcels through collaboration with MyPup and Parzelo.

### A logistic challenge for the UvA & HvA

Together, the UvA and HvA are almost a city in themselves: the UvA has 6,000 employees and the HvA has 4,500. Education is provided to nearly 90,000 students in more than 70 buildings spread throughout Amsterdam. Studying and working at these institutes also means a large flow of goods and services to and from the various buildings. This is a logistical challenge and has a huge impact on the city's (living) environment. This was reason for the UvA and HvA to think about their environmental footprint and in what ways

### Wish

To organize the large flow of goods and services to and from the various UvA and HvA buildings more efficiently, safely, location- and time-independently and sustainably and thereby reducing the environmental footprint.

### Result

With Parzelo's software combined with MyPup's parcel lockers, the UvA and HvA have made their logistics considerably more sustainable. But not only that: the service makes parcel flows easier to track. The entire path taken by a parcel or laptop is regulated, monitored and managed.



MyPup since  
2019



26 locations



30 Pick Up  
Points

they can be more efficient in terms of mail and logistics and make them more sustainable.

### Innovation in postal and logistics services

MyPup & Parzelo's services matched the requirements of Canon and the UvA/HvA. Griensven: "As Canon, we have been tasked with innovating our postal and logistics services. We have done that with the service of MyPup & Parzelo." The service at the UvA /HvA is twofold: on one hand, it is used for receiving, returning and sending parcels through MyPup's parcel lockers. On the other hand, ICT equipment in the parcel lockers is also issued to employees through the Parzelo software, as are certain teaching aids such as beamers that are lent out through the lockers.



## Making parcel flows more efficient and sustainable

"With Parzelo's software, the UvA and HvA have made their logistics significantly more sustainable. But not only that: the service makes parcel flows easier to track. The whole route a parcel or laptop takes is regulated, monitored and managed. In this way, the UvA and HvA have insight into who owns which ICT device at what moment, which is an enormous added value."

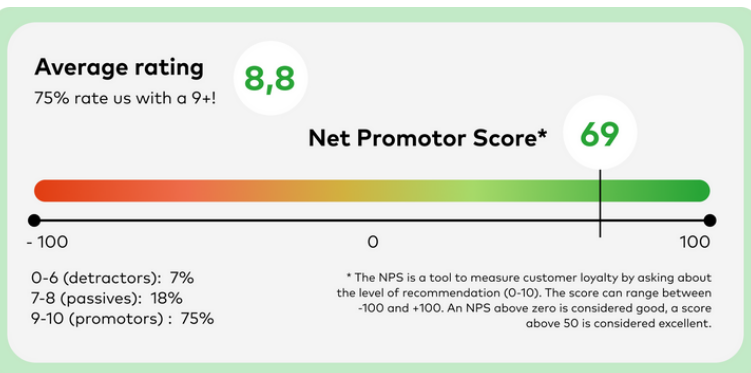
"We were really able to improve on efficiency and sustainability with this service."

"Using the software in combination with parcel lockers at 26 locations has significantly reduced the pressure on the central mailroom. We have really been able to improve on efficiency, control and sustainability with MyPup & Parzelo. Parcels are taken to the various Pick Up Points in one trip and are quick and easy to collect. MyPup already sorts the parcels by location which means there is much less goods traffic between locations. There is also the option of having private parcels delivered to work, which really provides an extra service for employees."

## Carefree with the Mypup & Parzelo service

"In the years we have been using Parzelo's software and MyPup's

### Our customer satisfaction rating



service, we have had very few problems. The innovative element, the complete app and informative reports... work virtually hassle-free."

"Far fewer people are needed in the process and the UvA and HvA have far fewer unsupervised visits from delivery people and, of course, there are far fewer logistical movements on campus. Also, people no longer have to keep walking to the mailroom because they get a notification that a parcel is ready. I remember when someone would come two to three times in one hour to see if their book had arrived yet. Whereas now you know 'hey I've received it, I can track it, it's safely in a locker and I get a notification."

"The innovative element, the complete app and informative reports... work virtually hassle-free."

Our service aligns well with Canon's desire to implement a sustainable and secure logistics solution that focuses on ease of use and flexibility for organisations.

Curious about convenience and control for all internal logistics at your company? Contact us for more information.

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Your choice for MyPup (Certified B Corp) reduces CO2 emissions.

