



**TRUSTING RELATIONSHIP LEADS TO POSITIVE, EFFICIENT CHANGE**

## PHOENIX CONTACT

Phoenix Contact is a German-based company, with its United States headquarters located in Middletown, Pennsylvania. Phoenix Contact (PxC) designs, manufactures, and distributes industrial connectors for all aspects of electrical engineering and automation. Examples of PxC's industrial products include circuit breakers, surge protectors, industrial ethernet, and wireless data communications. With over 60,000 products, PxC has a diverse portfolio of items that have a significant impact on technology worldwide. If you used a computer, automobile, or gas pump today, you probably used something made by PxC.

With almost 100 years of experience in the fields of machine building and automation, PxC is always looking forward. It prides itself on innovation and developing solutions for the future. Together with its customers and partners, its products are made using trend-setting connection and automation technology. Guided by the principle that creativity and enthusiasm are positive, infectious, and the foundation for innovation, PxC continues to develop new products that transform technology and impact our everyday lives.

## WORKING AS A TEAM DEFINES THE RELATIONSHIP

Higher Information Group provides multiple services for PxC, including scanning, shredding, and document storage. But it's the mail service that brings the working relationship to a new level. With over 700-employees in the Middletown facility, delivering the mail internally is a full-time job. PxC previously relied on two people within the company to hand deliver the mail to employees each day, twice a day. They also had other jobs to do, dividing their attention during the workday. Something had to change to make the process more efficient.

That's where HIG's innovative solutions helped to solve the issue and streamline PxC's internal mail delivery. Through a facilities management contract, HIG hired a full-time mail services position. While they are an employee of HIG, they are contracted out to work exclusively for PxC. The relationship works extremely well. HIG always has two people who are trained and on-call to fill in for the mail delivery position when needed. This way, if the contract employee is sick or on vacation, PxC is never without mail delivery.



“Higher Information Group (HIG) is a strategic partner for us, allowing our team to focus on our core competencies while they deliver on theirs for us. The addition of on-site mail services provides an enhanced level of synergy and efficiency. Our integrated processes allow our employees to request an off-site document in the morning and have it delivered within hours. HIG has been a good partner, providing solutions to enhance our processes and/or services for our employees and help our bottom line.”

**Doug Ferguson**

Vice President, Americas Operations Svs.  
Phoenix Contact

## PERSONAL ATTENTION

HIG places a high priority on customer service. Its employees know that without the customer, they wouldn't be there, so going above and beyond is a motto they live by. For PxC, this is exemplified in the attention given to the mail services position. Ongoing training is provided for the back-up mail positions, including intermittent job shadowing to make sure nothing has changed in the delivery routine. Because of this, HIG is always up to speed on the daily responsibilities and challenges, keeping a current knowledge base on the position.

# Success Built on KNOWLEDGE & TRUST

- Quick Response Time to Client Issues
- Improved Efficiency through Consolidated Mail Services Position
- Back-up Employees Ensure Mail Delivery is Always Done
- Customer Service Drives the Partnership



## ROOM FOR GROWTH

The positive working relationship between HIG and PxC could pave the way in other business areas. In particular, HIG's copier and printer fleet management services should be explored. HIG offers multi-functional Toshiba, Canon, and Lexmark printers which act as a printer, scanner, fax machine, and photocopier. Less expensive than buying three or four separate devices, they deliver advanced functionality. With HIG's contracted mail services employee making two trips throughout the building each day, HIG can efficiently monitor, maintain, and change supplies to the entire copier and print management fleet. This level of on-the-spot service can speed up machine servicing in the event of a malfunction or low-ink supply.



Harrisburg | Lancaster | Philadelphia | Wilkes-Barre | York  
717.652.3310 | [info@higherinfogroup.com](mailto:info@higherinfogroup.com)  
[www.HigherInfoGroup.com](http://www.HigherInfoGroup.com)