



POST AND TELEGRAPHS

Case Study

DEVELOPMENT CENTER SERVICES

Posts and Telegraphs SA, a corporation is a provider of postal, telegraph and financial services. Daily covers the postal services of 17 million addresses and 2 million businesses across the country.

Industry leader in Spain, the company has a market share of 90 per cent in the transport of documents and goods of non-urgent. It has a workforce of about 63,000 people and It has 10,101 points of service (including offices, branches and rural mail) that allow the post office to be present throughout the national territory.

Need

With the gradual liberalization of the postal sector, and increased competition, the need arises to position Post as a reference in new technologies to meet the requirements of the new products and services and facilitate the management of the organization.

Serade, the main system processes all the mail and the first to be computerized, meant having to develop a system capable of processing more than one million shipments a day, each with its history. "Some 70 percent of these shipments are produced in only one hour and a half." Its integration with other operating systems and management of the Post. The development and deployment of the technological project in approximately 3500 offices, branch offices and mail.

In addition to responsibility for the maintenance, changes, modifications, the addition of new features and changes in the system without interrupting service to citizens and customers.

Another major challenge was managing the cultural change that involves introducing new technologies into work units that, to date had employed only manual work processes.

Solution

Post was looking for a tailored solution, integrated with other systems, covering the entire production cycle of deliveries recorded since admitting them to their distribution and delivery, covering business processes developed in the offices of delivery and in the units splitting. It should also give support to the processes of customer relationships, integrating the electronic data of the shipments and forwarding information on the status of the same.

The chooser option was a web solution based in three layers three layers under a Microsoft environment (DNA platform, SQL Server DBMS) whose characteristics are:

SECTOR

Public Administration

SOLUTION

- ❖ Design, develop and the implementation of the solution SERADE (System Shipments Registered, Admission, Distribution and Delivery)

BENEFITS

- ❖ Improvement of competitiveness, consolidate the modernization of the Post in order to maintain itself as a leader in a market undergoing liberalization.



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- ❖ **Lineas Scalability:** it contemplates the growth of both the demands of requests for service as the complexity of the rules of business.
- ❖ **Stock continuous service:** redundant use of resources and expertise to contain the system error.
- ❖ **Data security and infrastructure protection system** that is isolated from end-users. Therefore, users can only view the information, both data and operations functional (application), to which access has been approved.
- ❖ **Management and Administration:** resources are centralized to facilitate the administration of those.

Additionally, we applied XML technology to facilitate integration and communication with other mail systems.

Benefits

- ❖ Automation and computerization of business processes postal Post concerning shipments of higher value added.
- ❖ Integration of the various software applications for data entry (Track & Trace, SICER, etc.) Into a single system, avoiding the double recording of data.
- ❖ Integration with systems from other divisions (Logistics Branch Network, Commercial, etc.). Post.
- ❖ Optimization and Standardization of the way to work in offices and mail.
- ❖ Information easily and quickly, easily understood by customers.
- ❖ Communication on-line the status of shipments.
- ❖ Management reports.

Thanks to the solution of implanted ICT Tecnocom, the regular distribution network and the network of special services and shares information services, achieving a significant reduction in the time of the processes that had given advance delivery time and delay the time limit set out.

Also, it has also achieved a significant savings in time and costs, both in the area of production (processes) and customer service. Finally, the technological solution has significantly reduced the claims and has helped improve the image of the Post Office as a modern and innovative client service