

New information system as a strategic success factor

Efficient logistics and enhanced transparency thanks to comprehensive and end-to-end support of all logistics processes.



Standardisation of service fulfilment processes at all production locations is key to competitiveness. This is possible through a flexible, open and modular logistics information system that integrates all logistics products.

The Client

- Swiss Post International (SPI), Berne, Switzerland.
- Processing the international postal exchange (import/export).
- Number of employees: approximately 700.

The Objective

- Fulfilling prescribed international postal services agreements.
- Investment protection in view of future expansion phases.
- Optimal integration of the group-wide systems environment and those of partners.
- Comprehensive data access and quality at all management levels.

The Solution

- Set up a media failsafe logistics information system.
- Integrate all process relevant systems of domestic and international partners.
- Establish a data warehouse for rapid interrogation and evaluation of data.
- Set up a highly accessible system (24/7) for 10 locations.

The Client Benefit

- The core processes import, export, transit and remail are comprehensively and flexibly covered – independent of partners and organisational structures.
- Growing process expansion and complexity is managed smoothly.
- Customer services are optimally integrated and supported.
- Cost-effectiveness is enhanced by a flexible, proactive structure, standardised processes and efficient data acquisition.
- Seamless track and trace, i.e. information for customers, is feasible.