malomatia
excel with IT

BI, ANALYTICS & TECHNOLOGY SERVICES

TECHNOLOGY - POSTAL COUNTER AUTOMATION

QATAR POST
بريد قطر

Business Objectives

› Enhance 'Customer Experience' and create a One-Stop-Shop for postal services
› Maximize speed-to-market of products and services
› Provide end-to-end processes that are robust, efficient, secure and of the highest integrity
› Provide operational information allowing Qatar Post management to make informed and effective decisions related to the day to day business operations
› Decrease cost of technology support and dependency on multiple systems to minimize TCO (total cost of ownership)
› Scalable system able to support business and transaction growth
› Improve service continuity and minimize downtime
› Improve data security with role based access
› Increase release and deployment cycles to meet business demands

malomatia's Role

› We provided a postal counter automation solution including Mail & Courier services, e-Government Services, PO Box management, Philatelic management, Stock management, Local and central reports.
› malomatia also helped Qatar Post:
  - Standardize the operational processes
  - Provide operational performance to top management to make strategic decisions
  - Provide financial visibility of costs and revenue
  - Provide visibility of stock movement and management of stock in branches
  - Integrated with third party applications, such as CRM, ERP
  - Implement standard operating environment with a lower TCO
  - Introduce Branch Self Service Units to serve more customers and reduce customer wait times
  - Successfully rolled out the solution to 24 branches

Results Achieved

› Increased efficiency in branch financial and inventory reconciliation
› mproved customer service times reducing average transaction time to 2 minutes
› Standardized postal functions with easily customized modules for local business needs supporting Arabic
› Introduced variety of new products and services into the market
› Improved customer experience through facilitation of 26 services to customer through single counter