# Embracing the Cloud Mindset for Sustainable Postal Enterprises

## Towards global digital readiness

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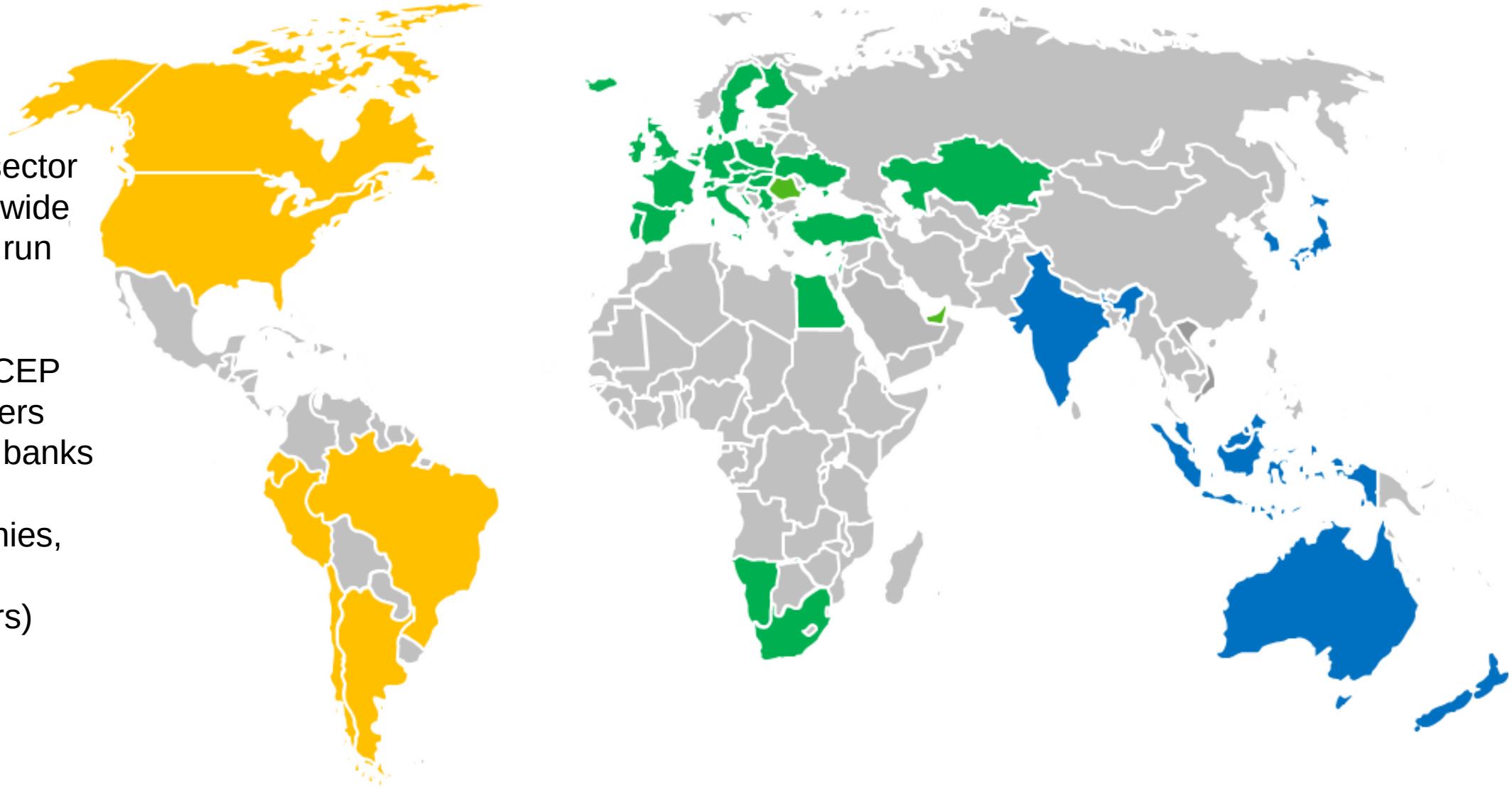
Public

# Delivering value to over 67 Postal and CEP services

**15.800+** public sector customers worldwide in 151 countries run SAP software

**67+** Postal and CEP services customers (counting postal banks subsidiaries and affiliated companies, includes **100+** business partners)



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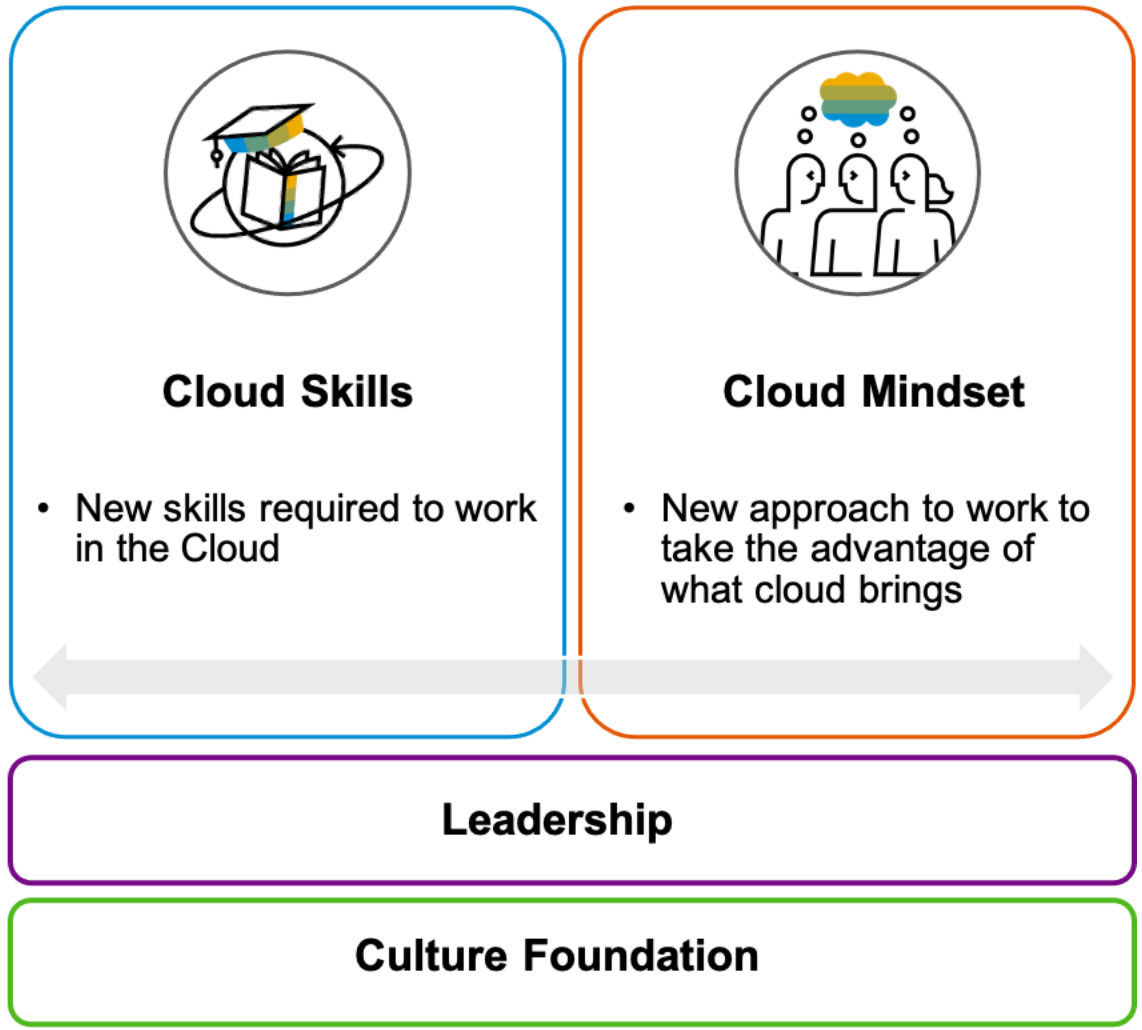
Cloud Skills
• New skills required to work in the Cloud
Cloud Mindset
• New approach to work to take the advantage of what cloud brings
Leadership
Culture Foundation

# Earn Your Customer Every Day

his Photo
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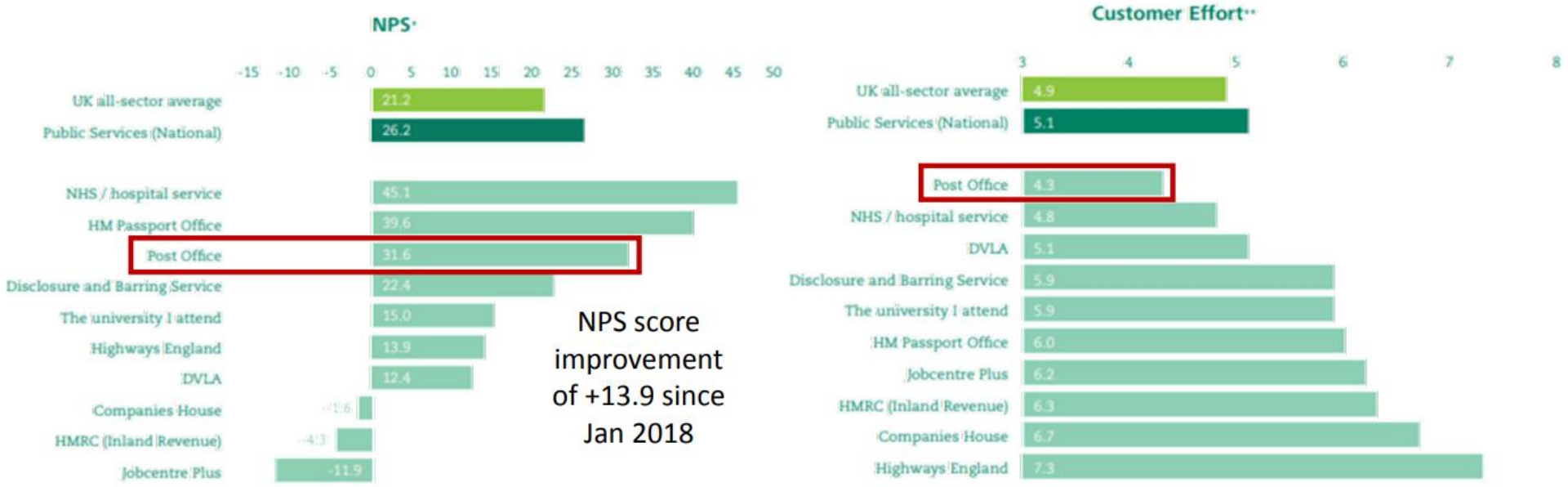
# Do you understand your customers' needs?

# Example of the exceptional customer service

Post Office UK: #1` public service entity by NPS in 2021

## Post Office perform above national and sector scores for NPS and Effort




ICS UK Customer Service Index, Jan 2021

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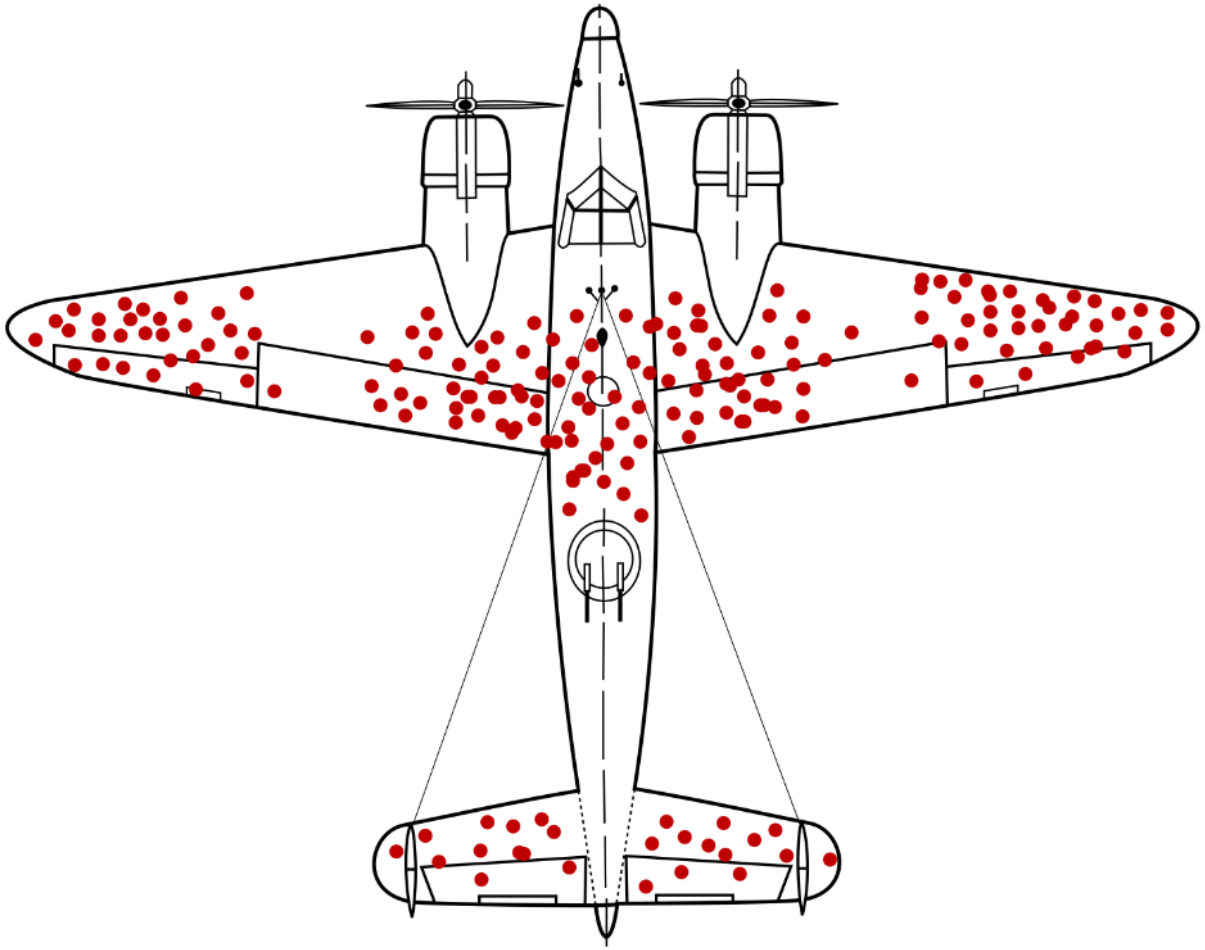
# Data-Driven Decision Making

- *“Without **data** you’re just another person with an **opinion**.”*

- *- W. Edwards Deming*

# Survivorship Bias



Source: Wikimedia Commons

# SAP S/4HANA | Achieving success in the Cloud

1

ctt

Portugal's Post

"Post is changing – parcel deliveries are soaring, and customer expectations are higher than ever. **SAP technology makes us more agile** and fit for the future of the rapidly evolving postal services industry."

Nuno Carreira Silva, SAP Director, CTT Correios de Portugal, S.A.

- ***80%** of business processes standardized*
- ***10x** faster to create Invoices*
- ***100%** traceability of billing processes*
- ***Simplified system landscape, slashing maintenance burden***
- ***Automated business processes, empowering employees to work more productively***
- ***Enhanced operational agility***

2

Posteitaliane

Italy's Post

"Poste Italiane is an integral part of Italian life and culture. We needed a digital transformation to modernize our IT and **bring our business model into the modern era**. SAP S/4HANA provides the tools to help us keep our business relevant."

Antonio Forino, Head of Corporate Systems Development, Poste Italiane S.p.A.

- ***90%** reduction in custom code*
- ***~60%** faster time to market*
- ***20%** improvement in operational efficiency*
- ***Created a universal, centralized view of administrative, accounting, and management data***
- ***Reduced fragmentation of systems***
- ***Creation of more effective reports and real time analysis and simulations***

**Database Management**

**100x**

Reduction in sales query execution time

**Integration Solutions**

**66%**

Reduction in administrative work

**Data, Analytics, & Planning**

**200%**

Increase in annual thorughput capacity

**Application Development**

**80%**

Reduction in new customer onboarding time

**Artificial Intelligence**

**46%**

Improvements in accounts receivable productivity

**Sustainability Missions**

**>95%**

Use of standard processes with zero core code modifications

**Lower Total Cost of Ownership (TCO)**

**66%**

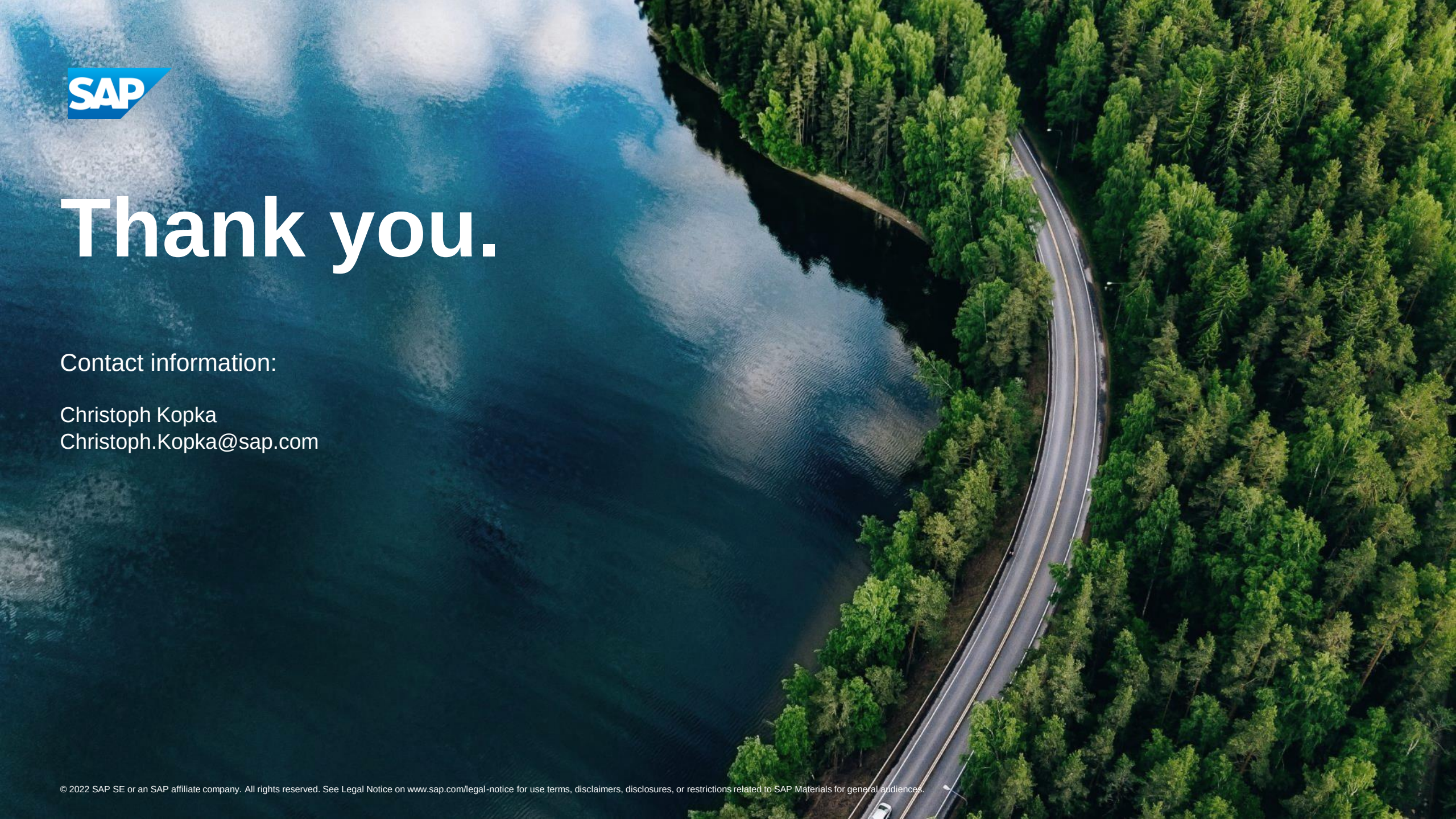
Lower costs in IT infrastructure

**Process Automation**

**91%**

Of incoming emails automated

* Success metrics from SAP customer stories



# Thank you.

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