



Thailand Post Transforms Delivery Network with Escher

Thailand's largest parcel and postal service provider sets course to completely modernize its delivery network for domestic and international customers

Boston, MA – October 26, 2023 — [Escher](#), the global leader in transforming postal operators and couriers, today announced that Thailand Post, the largest parcel and postal operator in the country, has selected Escher for the modernization and digital transformation of the Post's delivery network and operations. This collaboration marks a significant milestone in Thailand Post's journey towards enhancing its delivery network and embracing innovative technology to meet the evolving needs of its customers.

Like many other postal operators, Thailand Post faces a challenging environment, including escalating costs, intense competition, increases in parcels and delivery frequencies, rising customer expectations, and growing international shipments. In addition, Thailand Post would benefit from greater visibility across its delivery network, increased connectivity between its systems, and automation of numerous manual processes.

Leveraging Escher's advanced logistics capabilities, including track and trace, intelligent dispatch, and real-time route optimization, Thailand Post will digitally transform its operations with improved security and end-to-end visibility across its entire delivery network.

"To honor our commitment to provide reliable, innovative, and customer-centric postal services to our customers, we knew a complete digital transformation was imperative," said Dr Dhanant Subhadrabandhu Ph.D, CEO of Thailand Post. "We are pleased to partner with Escher as we modernize our delivery operations. With Escher's help, we aim to achieve end-to-end real-time visibility across our delivery network, enhance operational efficiency, and ensure a superior experience for every customer.

Thailand Post will implement Escher's solutions using a control tower approach. The result will be a unified, end-to-end delivery network that tracks and enables real-time operational insights and improved control of all parcels, packets, and mail items across Thailand Post's network. This approach will provide enhanced visibility, greater delivery flexibility, improved processes, and efficiencies and chart a better path toward sustained profitability.

"Thailand Post's delivery network digital transformation will be a true game-changer in the industry," explains Brody Buhler, CEO of Escher. "Their modernized delivery network, from the first mile to the last mile, will ensure an improved customer experience with features such as real-time package redirection and faster delivery. Intelligent dispatch and real-time route optimization will help Thailand Post improve efficiency, reduce costs, and enhance service quality. Furthermore, this digital transformation initiative future-proofs Thailand Post, making them responsive to customer needs in their competitive landscape to accelerate growth."

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About Thailand Post

Thailand Post is the official postal service provider of Thailand. Established in 1883, it operates under the jurisdiction of the Ministry of Digital Economy and Society. Thailand Post offers a wide range of postal and logistics services, meeting the needs of both domestic and international customers.

As a comprehensive postal organization, Thailand Post provides various services, including mail delivery, parcel handling, express mail service, and registered mail. It operates a vast nationwide network of post offices and service points, ensuring widespread accessibility for individuals and businesses. Additionally, Thailand Post offers financial services such as money transfers and postal savings accounts.

With its extensive reach and infrastructure, Thailand Post plays a crucial role in facilitating communication, trade, and e-commerce within Thailand and the rest of the world. It strives to provide efficient, reliable, and affordable services, keeping pace with the evolving needs of its customers in the digital age. Learn more at <https://www.thailandpost.co.th/>

About Escher

Escher powers the world's first and last-mile deliveries, helping Posts connect nearly 1 billion consumers with global e-commerce networks. Postal operators rely on Escher to deliver an enhanced retail and digital customer experience, activate new revenue streams, and realize new delivery economics.

The company's award-winning customer engagement platform, Riposte, and Escher's full-service support help Posts become next-generation e-commerce enablers. First and last-mile delivery becomes streamlined, efficient, and profitable, powered by the most customer-centric, low-cost retail network imaginable. Posts can also rapidly expand and deepen all points of engagement with ease and in a highly cost-effective way.

Learn more at www.eschergroup.com

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