



Post Danmark's IT landscape gets lean and flexible

ABOUT POST DANMARK

Post Danmark is Denmark's leading mail and courier company. It handles more than 11 million letters and packages on a daily basis.

WHAT POST DANMARK NEEDED

The company wanted to change the IT infrastructure. Build up muscle but cut down the fat. For, a flexible and lean IT operation would prepare business to:

- cope with the rapidly changing market.
- offer services that were truly distinct.
- compete as strongly as ever.

THE CHALLENGE

Payroll, time management and shift planning help manage, plan the daily tasks of more than 26,000 employees at Post Danmark. In 2006, they decided that these critical systems needed a revamp. At that time, these functions were handled by different in-house applications. They needed to be brought together – as one, complete IT supported SAP solution.

The company had two objectives in mind:

- correct payroll for all employees.
- effective planning for daily delivery of 11 million letters and packages.

If things went as planned – Post Danmark would save a lot of money (in DKK million) every year. They also expected to be informed and deliver better business decisions.

Post Danmark needed a partner who could be trusted; someone with experience and able to run complex IT projects. Logica ranked high on all counts.



OUR ANSWER

Together, we arrived at a plan. Accordingly, the SAP implementation covered:

- **Shift planning:** that shows what resources are required and available. Also daily work plans for up to 20,000 employees involved in production.
- **Time management:** that logs times for all employees; uses scanners, mobile phones and portal to measure detailed times.
- **Payroll:** that provides biweekly and monthly payroll runs. Makes sure salaries are allocated and paid correctly.

A SUCCESS STORY

The partnership has been a success. Post Danmark wanted cost savings and high delivery standards. We gave them all that and more. This is how we did it:

- by establishing a mutual shared risk model: we made sure that both of us worked towards a common goal.
- by introducing a package delivering model: each package put together a set of similar functions, IT deliveries, test cases, and described business processes.
- by involving a skilled test management team: we made this an essential part of the project.
- by continuously measuring and changing the project organization to make it better: but we kept the same key resources from project beginning to end.

For the IT team at Post Danmark, it has been satisfying, overall. “Logica has throughout the project proved highly competent and responsible by delivering a balanced pool of skilled resources, and by leading and steering the project around all typical IT project pitfalls.”

WHY WORK WITH LOGICA?

Globalization and the rapid evolution of technology have greatly altered the services our clients require. We have a flexible, collaborative culture. Our innovative, practical solutions are tailored to client needs. Our local teams stay close to our clients, while working with Logica’s global delivery network in low cost locations like India and Morocco.

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Logica is a business and technology service company, employing 39,000 people. It provides business consulting, systems integration and outsourcing to clients around the world, including many of Europe’s largest businesses. Logica creates value for clients by successfully integrating people, business and technology. It is committed to long term collaboration, applying insight to create innovative answers to clients’ business needs. Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG). More information is available at www.logica.com

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