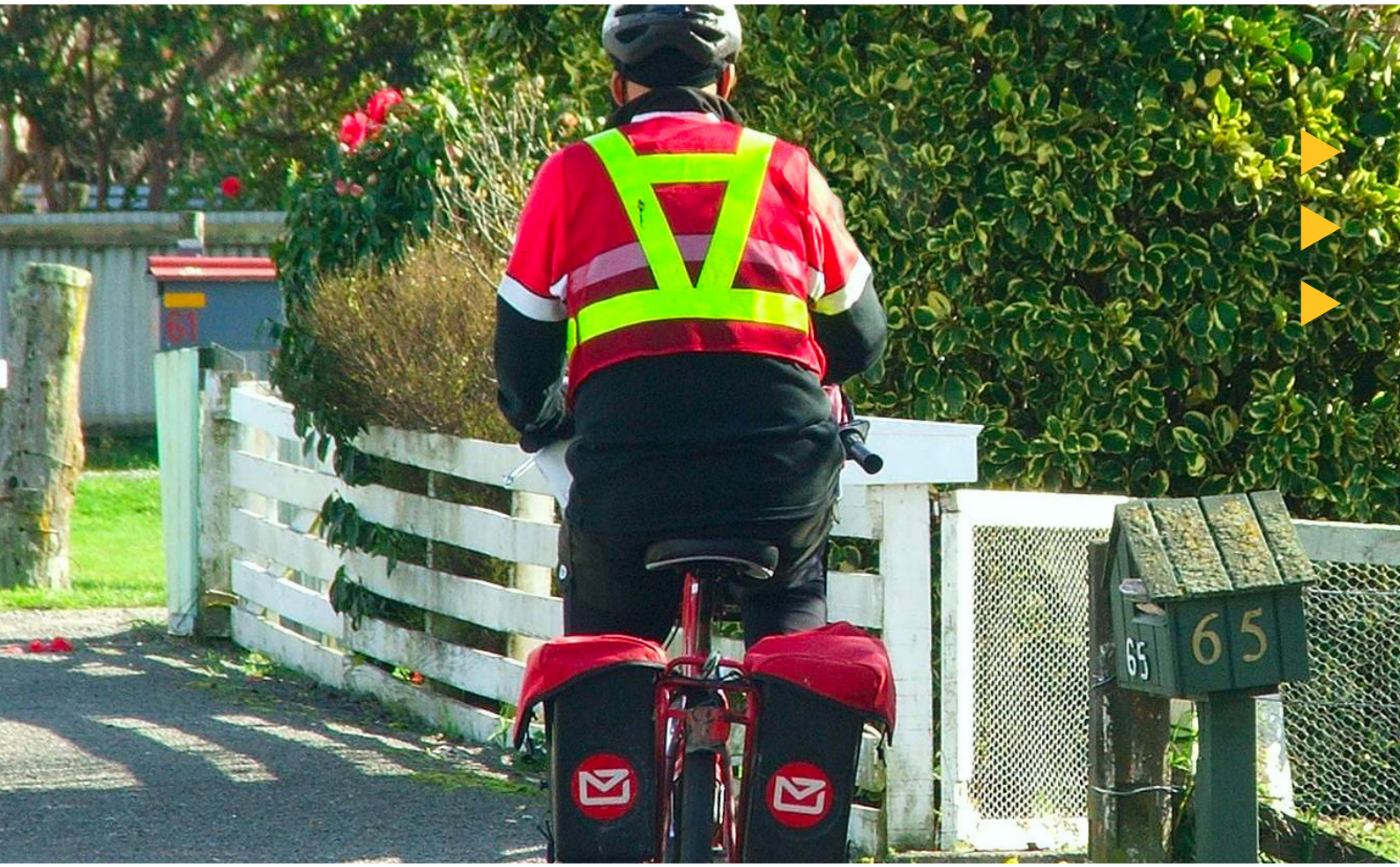
# New Zealand Post




## New Zealand Post further integrates and streamlines its services with Trimble Smartdelivery mobility platform

SOLUTION

### Trimble Smartdelivery

Effectively manage your transport and logistics operations through your mobile device.

Find out more at smartdelivery.trimble.com

# Overview

New Zealand Post, a leading postal and logistics company, has taken impressive strategic steps in recent years to enhance its mail and parcel processing systems, aiming to reduce costs, streamline operations and use technology to provide better service to customers. This is particularly important for business customers with stringent requirements for data integrity, accuracy and production security.

Location
New Zealand

## TRENDS AND AMBITIONS

Internationally, New Zealand Post has entered innovative partner-ships with Australia, China and the UK to promote logistics connections, both online and physical.

Figures for 2015-2016 show a continuing decline in letter volumes and growth in parcel deliveries.

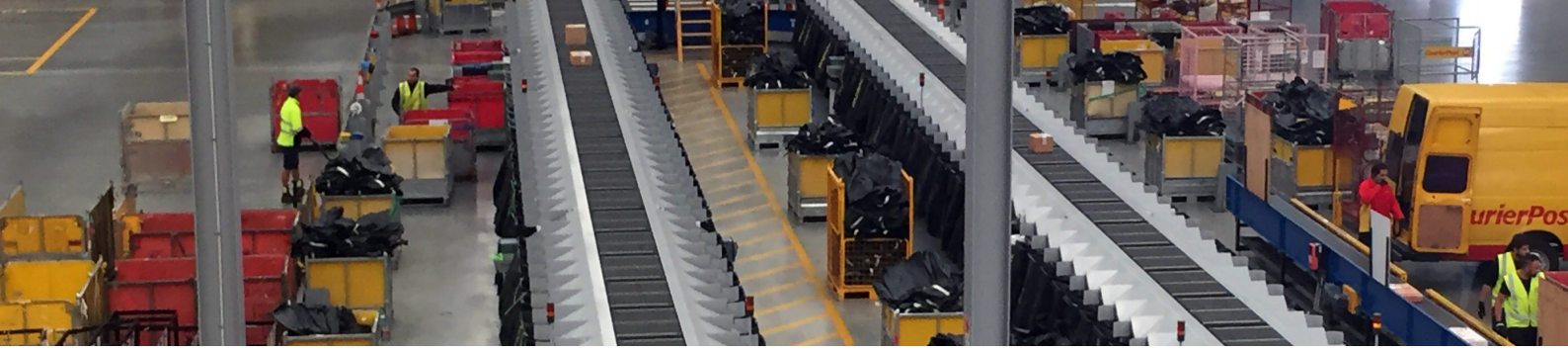
- 65.1 million parcels delivered, +6.4%
- 578 million mail items, -7.7%
- 95% of parcels delivered overnight and standard letters within three days

Closing volumes for 2016 were the highest ever. This continuing trend has driven a major initiative to integrate the mail and parcel businesses, with the aim of providing customers with a seamless, consistent, one-stop mail and parcel service that both reduces costs and increases efficiency. Their watchwords are integration, streamlining, upgrading and automation.

## THE CHALLENGES

Customer service and organizational efficiency must be built on a real-time digital footprint of all tracked items traversing the New Zealand Post network, no matter who handles them. The scope of integration includes over 4,000 devices used by integrated delivery agents driving eco vehicles, traditional Posties, couriers, RuralPost drivers, PostShops, agencies, depots and a wide network of parcel collect and deliver partners. In addition:

1. Real-time visibility is essential for creating the most efficient fleet with multiple delivery vehicles.
2. When the project started, there were many “blind spots” in the delivery chain, where there was no digital access and no follow-up was possible.
3. The partner network includes many operators who might only occasionally deliver parcels. Any solution would have to be installed on their devices as well.
4. Solutions have to be integrated with the existing dispatch and tracking system.



## INTEGRATING SERVICES VIA TRIMBLE SMARTDELIVERY

To enable nationwide scanning and cost-effective real-time delivery tracking, in 2016 New Zealand Post began replacing its old mobile scanners nationwide with Android devices running the Trimble Smartdelivery mobility platform.

The new system added new workflows for different types of drivers and other roles, creating six different user profiles. Old systems were replaced, about 1,200 new Android devices were deployed, and traceability throughout the entire system was greatly extended.

Besides enabling low-cost Android devices that extend the network to blind spots handling small numbers of parcels, Trimble Smartdelivery enables future field management services, such as health and safety management, hazard reporting and the ability to capture addressing information while in the field.

"With Trimble Smartdelivery, we now have the prerequisites for quickly developing our system and adding new services," says Peter Fletcher, Group Technology Manager at New Zealand Post. "The solution has allowed us to provide greater visibility to our customers and support new digital options for parcel control and delivery choices. In addition, the Android operating system will allow us to cost-effectively provide scanning services in over 1,000 locations that were previously blind spots. We are very excited about having Trimble Smartdelivery as a partner."

New four-wheeled electric vehicles for the combined delivery of mail and parcels in residential areas of New Zealand's larger towns and cities.

Field agents can now use lower-cost Android-based mobile devices within a single system. New Zealand Post uses Zebra TC55 devices for high-volume and outdoor agents, Samsung Galaxy J1 as the lower cost option for operators who handle fewer than 50 items a day, and the Samsung Galaxy Tab S tablet for box lobbies.

Around 40% of contract agents are also able to integrate with the platform on their own Android devices. This was a key factor in reducing costs, since the top-end new devices are about 35% cheaper than the previous ones, and occasional users can spend as little as NZ$ 169 to access the functionality they need.

## MAKING THINGS EASIER FOR PEOPLE – AND WORKFLOWS

This wider hardware deployment, with more and better scanning ability, eliminated about 1,000 blind spots, expanding the network and reach, and improving traceability for everyone.

Prior to the Trimble Smartdelivery rollout, these blind spots were using manual data entry to provide customers with tracking information. Before wide use of scanning, Posties had to put a sticky label onto a sheet and enter delivery data. Now they can scan it, which makes a huge difference. The new system has reduced peel-and-stick manual processing of labels by about 90%. This has improved customer satisfaction and reduced associated internal costs.

"Agents who were running 'blind' before – such as convenience shops – love the system," says Valentine Boiarkine, Program Manager at New Zealand Post. "They now have real-time visibility of how many items they have processed, which is the basis for their reimbursement."

From a customer point of view, deliveries are now smoother, since they can re-direct the parcel to a nearby store agent, or else designate another safe weather-proof location out of public view. But the delivery efficiency comes from the fact that the delivery agent has rapid access to this information. Instead of manually going through a clipboard full of address lists and alternative delivery methods, the agent will immediately see a green flag indicating it's alright to leave it at home. In other cases, a notification message or GPS specification says where it can be delivered as an alternative location. This has led to increasing the first-time delivery rates from 94% to 95%.


## INNOVATION AND BUSINESS DEVELOPMENT CONTINUE

Looking forward, New Zealand Post's Field Force has rich modular functionality for scanning, positioning, navigation, maps, messaging, POD, image capture, dynamic forms, business rules, process templates, and much more – enabling the development of future digital services.

For example, exception handling is an important internal function in depots. Normally parcels go in and out, but if they have been incorrectly labelled or encountered delivery problems they are returned. In the past, depot agents had to copy the parcel numbers and take them to the office to check. Soon they will be able to scan the number directly 'on the floor' and relabel it immediately with a better address – without going back to the office. And the item is on its way quicker in a streamlined real-time process.

"We are continually getting new ideas during implementation," adds Boiarkine. "As we enter Phase 3, we'll be testing additional dispatch functionality on Trimble Smartdelivery, allowing other organisational changes to improve operations."

"We're excited about this project. We're leveraging world-class industry features and benefitting from the lessons learned from earlier customers, such as Royal Mail. Our world is constantly changing, but we now have better control of what we're doing."

"The speed of development and migration of new services is very good, even though we're on opposite ends of the globe," she adds. "Trimble Smartdelivery's agile approach quickly places features on the developmental roadmap and releases them. We are releasing new features every three weeks on average. This is a big difference compared to how things usually work with IT projects."

"It was easy for NZ Post to talk about changed requirements and new functionality with Trimble Smartdelivery," says Tommy Linsemark, Project Manager for Trimble Smartdelivery. "Proposed functions were quickly developed, modified and tested. We were continuously going in and out of UAT, and changing configurations. This was our greatest contribution – delivering new functionality very rapidly, at a low cost... getting it tested and in operation. What might have taken other systems six months to develop could be done in a couple of days, depending on testing."

As development proceeded, there was no need to install new configurations on user devices. Users just logged off and on again to get the new versions. This increased user efficiency and reduced time-to-market for new features.

"We are proud of our offering, which lets us work with several major international companies within the post and logistics sector," says Anders Tormod, CEO of Trimble Smartdelivery. "We are particularly pleased to be providing services to New Zealand Post, which is a visionary market leader."

A five-year agreement has been concluded with Trimble Smartdelivery, which is also cooperating with local partners on system support.


## RESULTS

With more and better scanning ability, about 1,000 blind spots were eliminated, expanding the network and reach and improving traceability for everyone. The new system has reduced peel-and-stick manual processing of labels by about 90%. This has improved customer satisfaction and reduced associated internal costs.

Deliveries are now smoother, since the delivery agents have rapid access to information, re-direct options, notification messages or GPS specifications. This has led to increased first-time delivery rates from 94% to 95%.

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