Logistics

Post Office UK reimagines stock management with MICROSOFT POWER BI

Cathena Group supports Post Office UK in the delivery of its postal cards' stock survey, delivering high-quality, data-driven, and sustainable management for its shops' network

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May 2023

Overview panel :

Customer : Post Office UK

Industry: Postal services

Challenge:

Post Office UK wanted to improve the accuracy of its postal cards' stock management in order to decrease its operations' costs while upgrading the customer service in 10.000 shops in United Kingdom and Ireland.

Solution:

Post Office UK partnered with Cathena Group to automate and redesign the stock management with live data systems through POWER BI.

Results:

- 13% decrease of storage costs
- 27% improvement in customer satisfaction

Every day, Post Office UK delivers postcards to 10 thousand shops and partners in United Kingdom and Ireland. Its network plays a vital role allowing the firm to be close to its end customers.

But Post Office's stock management technology had been highly customized and was not accurate anymore. Manual workarounds were being used throughout day-to-day processes, resulting in a lack of visibility of the global activity. Reporting processes also lacked data from several shops, limiting the ability to make data-driven decisions and service improvements.

To revitalize the delivery and the survey approach, Post Office UK engaged Cathena to launch a POWER BI based solution for its stock management; one of its most ambitious and strategically report improvement program to date.

Optimized monitoring with Power BI

Focusing on its customers' challenges, Cathena determined that the ideal performance solution needed to be quick and flexible to implement. The platform also had to be shared among several stakeholders and to be updated smoothly. After conducting a platform evaluation, the team recommended Power BI and created an extensive business case that outlined the benefits the new solution would provide over the next 3 years.

The project team spent 2 months developing a pilot that covered a broad set of internal and external assessments. These included KPI implementation, SLA, data sourcing, UX and graphic design, Power BI test.

The pilot process was designed to incorporate user feedback very quickly so the team could be sure that the solution was providing the features and benefits end users needed. This approach rapidly demonstrated how transformational the solution could be in terms of providing better deliverables for end customers and improving visibility and insights across Post Office business. Early adopters recognized the change after their very first interaction with the solution and provided enthusiastic feedback.

With the successful report now in production, Post Office UK is currently in the process of rolling out the usage of Power BI to others internal challenges. Calculations show that the company can expect its storage costs to decrease by 13% while also improving the customer satisfaction rate by 27%.

Cathena is already preparing for the next steps on its support to Post Office UK and exploring Power BI user Insights to incorporate the next best action and offer capabilities.