



## **PostGlobal® Implementation in Tanzania Posts Corporation**

Tanzania Posts Corporation (TPC) was established in 1994, after its split from Tanzania Postal and Telecommunications department, to provide a national postal service within the republic, and a link between Tanzania and the world. TPC offers letter and parcel mailing, greeting cards, secretarial services, newspaper subscription and delivery and Internet café services. It is a one-stop shopping venue for availing all Postal Services.

With the growing opportunities in money transfer as well as express mail service, Tanzania Posts Corporation has decided to capitalize by implementing cutting edge technology solutions. A crucial facet of this plan was the technology-led re-engineering of the operational efficiencies

After a grueling partner-identification process that saw the participation and evaluation of several leading solution vendors, Tanzania Posts Corporation announced its decision to journey through the global technology-focused business transformation program, ably partnered by PostGlobal solution. A cohesive technology platform to support rapid product introduction, orchestrated operations, increased scalability and true flexibility across operations, driving down costs and governance hassles, was key to the Tanzania Posts Corporation's transformation strategy and PostGlobal assured Tanzania Posts Corporation of all this and more.

The implementation of PostGlobal solution focused on enabling Tanzania Posts Corporation with a robust technology platform in automating the services offered. The various PostGlobal modules like Point Of Sale, electronic Money Order, Track and trace and electronic bill payments were installed in different Post Offices to automate the operations and transact business. On a daily basis, the transaction data from various post offices get consolidated at the central server for enabling Management Information System.

- **Point of Sale**

PostGlobal Point of sale eases the effort in customer transactions at the post office counters. It improves the work environment of the postal officials as well as operational efficiency. It provides a great deal of customer satisfaction. It helps in quick settlement of daily accounts for the postal officials. Point of Sale handles the acceptance of registered items, express mail items, money orders, post shop items, Post box renting and various other services Tanzania Posts Corporation offers. At the end of the day, Point of Sale provides detailed reports on various transactions done by postal officials.

- **Electronic Money Transfer**

PostGlobal Electronic Money Transfer has enabled Tanzania Posts Corporation to grab the vast potential in money transfer. All the 16 postal regions are connected using VSAT network and transact money

across regions. The payee will be able to receive the money in the very next moment by using a unique secret ID, once money is remitted. The system is highly secure, reliable, and robust and enabled with encryption to avoid tampering of data. The electronic money order system can be enabled to transfer money across countries based on bilateral agreements. Tanzania Posts Corporation is expanding this service to more post offices to serve more customers there by targeting more revenue.

- **Track and Trace**

PostGlobal Track and trace module handles the dispatch, receipt and delivery of Express Mail Service items in Tanzania Post. This system has brought reduction in redundancy in work as well as ease in dispatching items. Barcodes are used for the items. Detailed tracking options are available for the customers to track their consignments. The system is integrated with International Postal System to import data to PostGlobal and export data to International Postal System. Tanzania Posts Corporation is extending Track and Trace to Registered items and Parcels also.

- **Electronic Bill Payments**

PostGlobal e-Bill Payments module enables Tanzania Posts Corporation to collect utility bills payments from customers on behalf of other agencies and also to disburse money to customers on behalf of corporate. Manually, Tanzania Posts Corporation used to take weeks together to segregate data pertaining to different regions and make payments to the customers. But with PostGlobal e-Bill Payments, the effort is reduced to a great extent and payment information is now available to TPC corporate house in the very next moment when the payment is made.

- **Expediting post office-to-corporate reporting**

Manual MIS reporting and the ensuing delays at post office branches, was increasingly being viewed as a deterrent for agile senior management response. Tanzania Posts Corporation leveraged PostGlobal communication platform, to ensure post office-to-headquarters MIS reporting, in real time. An activity that consumed weeks is now complete within minutes, arming business decision-makers with timely data ammunition, from across its regions, to drive TPC towards greater success. Various kinds of charts and reports are available for the management to analyze the business and design strategies based on the market trend.

PostGlobal Messaging Platform pools the data from all the networked post offices to the central server. The data gets processed at the central server to suit the MIS requirements. The messaging platform works even on low bandwidth which reduces the cost for any additional band width requirement.

- **Reaping the Benefits**

A robust technology platform, with a rich palette of features and proven scalability is a non-negotiable pre-requisite for any Postal organization to thrive in the flattening world. Postal administration with the vision to harness their technology strategy to drive their business goals will be the ones with the prowess and agility to respond to changing business dynamics in the flat world. PostGlobal has provided Tanzania Posts Corporation, the positioning, to effectively leverage technology, to speed its transition towards the flat world readiness.