

CUSTOMER CASE: DE POST BELGIUM

FASTER AND SAFER DOCUMENT MANAGEMENT

DE POST BELGIUM HAS IMPROVED SAFETY AND SPEED OF EMPLOYEE MEDICAL CERTIFICATE MANAGEMENT WITH GETRONICS' DOCUMENT MANAGEMENT SOLUTION

Getronics

a KPN company

THE MISSION OF DE POST, THE BELGIAN POSTAL OPERATOR, INVOLVES NATIONAL AND CROSS-BORDER PHYSICAL AND ELECTRONIC LETTER DELIVERY, PARCEL DELIVERIES AND EXPRESS MAIL SERVICE. IT ALSO OFFERS FINANCIAL SERVICES. WITH THE LIBERALISATION OF THE MARKET SCHEDULED FOR 2011, DE POST FACES A SERIES OF CHALLENGES CALLING FOR NEW METHODS AND NEW ATTITUDES, INVOLVING ALL 36,000 EMPLOYEES - 22,000 OF WHOM ARE MOBILE POSTAL WORKERS - IN A GROUP THAT IS THE SECOND LARGEST EMPLOYER IN BELGIUM (SECOND ONLY TO SNCB).

MOVING TOWARDS DOCUMENT IMAGING

Absenteeism is a thorny problem at De Post, with social, financial and strategic consequences. On average 3,000 employees are out sick every day in the company. Although declining steadily, the rate of absenteeism, which stood at 8,5% in 2007 (compared to 9,7% in 2003), remains well above the average for a company. Although not totally abnormal with 22,000 people on the road every day in sometimes hostile weather conditions and confronted with the risk of road accidents, the situation requires monitoring, especially in view

'THE MEMBERS OF THE HR TEAM ARE DELIGHTED!'

(PIERRE HERRENT, SENIOR PROJECT MANAGER, FACILITY MANAGEMENT)

of the liberalisation of the postal market on course for 2011. De Post intends to move towards document imaging and decided to embark on a project to digitally manage employees' medical certificates. "Prior to this," explains Pierre Herrent, Senior Project Manager, "each of the eight members of the team handled some 50 certificates. They received about 400 new certificates every day, processed them and filed them by employee number."

NO DOWN SIDE

The concept of document management was new for De Post and immediately translated into a real advantage for users. "Instead of scanning each incoming medical certificate, IBM-FileNet allows us to manage and file them," says Pierre Herrent. The procedure is not only faster, but it also ensures

safer management of these confidential documents, reduces the risk of losing documentation, enhances accessibility and facilitates consulting and reporting".

Clientname → De Post Belgium



Industry → Historical postal operator, market leader in Belgium

Challenge → Confronted with an absenteeism rate that stood at 8,5% in 2007, De Post wanted to switch digital management of the on average 400 medical certificates received every day.

Solution → De Post started researching the project during 2006. It launched an invitation to tender and selected the solution offered by Getronics, mainly because of its expertise. Managers at De Post also appreciated Getronics' project management and dealing with one dedicated account manager. They always knew who to contact if they had a question or a request.

Benefits

- Fast processing
- Easy consultation
- Enhanced access
- Automated security
- Regular and accurate reporting

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WE ARE ALL CONVINCED

This document management system has changed habits and often outdated working methods at De Post. “Some employees have 30 years of paper management culture behind them,” explains Pierre Herrent. “But nobody at the Human Resources Management department wants to go back: everybody is convinced of the advantages of the new system set up by Getronics. The members of the team are delighted.”

ENHANCED SECURITY AND CONFIDENTIALITY

With 36,000 employees, the law of large numbers systematically applies. “On average, the Human Resources Management Department at De Post takes in 400 new certificates every day, with that number sometimes increasing to 1,200 in one day, depending on the season. Prior to implementing the new system, some of these official documents circulated from one department to another, if they involved an occupational injury etc.,” says Pierre Herrent. “This required physically going to another department and often led to confidentiality leaks or losses, with all of the attendant consequences”.

PROFITABLE TIME SAVING

“In very concrete terms, digital management of certificates has yielded savings equivalent to a half-day (full time equivalent),” emphasizes Pierre Herrent, “which frees up the team to handle additional tasks. The solution provided by Getronics has enabled the company to improve productivity by simplifying procedures and saving time”.

ONE FILING CABINET LESS AND...

Other consequences are more trivial but nonetheless produce a real impact. The procedure for the digital management of medical certificates has meant that some of the filing cabinets in the HR department used to store these valuable documents are no longer needed. Therefore, the department has more space, leading to. There is yet another positive outcome to the development. “With the filing cabinets gone, people can see each other again,” smiles Pierre Herrent. “The atmosphere is completely different”.

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ABOUT GETRONICS

Getronics is a leading ICT service-provider in the world and the largest ICT service-provider in the Benelux. As expert in workspace services, connectivity, datacenter services and consulting, Getronics helps organisations and its employees to improve performance. To do this, Getronics has a complete portfolio of integrated ICT services for the large enterprise market and works according to a Global Service Delivery Model ensuring that services provided for clients throughout the world are of consistent quality. Since 23 October 2007, Getronics is part of KPN, the main provider of telecommunication services in The Netherlands.