

Qatar Post Provides Best-in-Class Mobility and Postal Services

Countrywide Postal Delivery Operations

Established in 1950, Qatar Post is the exclusive provider of postal services in Qatar. With 23 postal branches, the company is the only organization in Qatar able to issue stamps. Qatar Post needed to implement a mobile solution to upgrade its capabilities for both hardware and software to keep up with postal work environments in Qatar.

Operations Mobility: Key to Achieving Goals

Qatar Post launched a transformation program in 2015 that included a key milestone to enable a “Digital Qatar Post” through innovative, sustainable technology solutions that deliver reliable, high-performance IT services. Operations mobility was a key focus of the initiative. Qatar Post needed to upgrade the operations’ mobility capabilities, both software and hardware, to address postal work environments and Qatar climate conditions. The company required software with functionality to enable:

- Item scanning and event capture
- Pick-up/delivery list synchronization
- Proof of delivery capture
- Payment acceptance
- Navigation and routing
- Address geotagging and validation

Why e2open®?

E2open was selected by Qatar Post for its reputation in the marketplace, ability to provide a full-fledged delivery solution, experience with logistics implementations and ability to offer the company a full package, including support and maintenance. Regional e2open partner Data Capture Systems (DCS) helped Qatar Post identify a flexible, scalable solution to meet its needs now and into the future to support its digital innovation. E2open’s regional partners like DCS are a valuable extension, bringing localized expertise to customer engagements.

Enhanced Productivity, Workflow and Performance

Qatar Post implemented vehicle routing and scheduling capabilities from e2open, including many options utilized by Qatar Post’s delivery products and services. The benefits for operators and drivers as well as call center and transport operations include:

- Utilization of the latest technology in delivery solutions
- Enhanced work capabilities and increased performance
- Increased speed for the delivery business process
- Valuable analytical reports that facilitate operational decision-making
- Paperless environment with instant delivery status updates

“We now provide the best-in-class postal service across Qatar and are embracing the advent of digital life by giving our customers improved visibility and customer service.”

Steve Grayston

Chief Information and Digital Officer

Qatar Post

By deploying e2open's solution, Qatar Post has reduced the cost of operations and gained control of resources to enhance performance. Item-level visibility is provided for the organization and its customers. Qatar Post has enhanced its reputation and promotes enhanced IT capabilities in delivery proposals to customers.

These benefits have brought a new level of flexibility and power to Qatar Post's mobile operations to meet organizational goals. With e2open, Qatar Post creates new value and workflow capabilities to help its customers' brands create world-class customer experiences at the lowest possible cost.

About e2open

At e2open, we're creating a more connected, intelligent supply chain. It starts with sensing and responding to real-time demand, supply and delivery constraints. Bringing together data from customers, distribution channels, suppliers, contract manufacturers and logistics partners, our collaborative and agile supply chain platform enables companies to use data in real time, with artificial intelligence and machine learning to drive smarter decisions. All this complex information is delivered in a single view that encompasses your demand, supply and logistics ecosystems. E2open is changing everything.

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