B2BE
Business to Business e-Solutions

CourierPost

CourierPost

Country:
New Zealand

Industry:
Government, Transportation

B2BE Solutions:
Custom Development

Business Objective

Due to the size and growth experienced across its network, CourierPost receives a large volume of customer enquiries which were manually handled, and they wanted to automate.

Business Benefits

B2BE developed a solution to enable Courier Post to set service levels, response management times, allow cross branch collaboration and measure KPI's vastly helping to improve service levels.

The Company

CourierPost improve service levels with cross branch collaboration and better measurement of KPIs

CourierPost is New Zealand's premier provider of Courier Services. Established in 1989 by New Zealand Post, CourierPost's 550 couriers provide services to 180 cities and towns across New Zealand through 19 branches nationwide.

The Challenge

• Due to the size and growth experienced across its network, CourierPost receives a large volume of customer enquiries on a daily basis. A proportion of the incoming customer calls relate to lost items. In the past, CourierPost managed 'Freight Investigations' using manual systems made up of fax transmis-sions, emails and phone calls.

• The legacy system was uncoordinated, cumber-some and impossible to keep accurate track of. CourierPost prides itself on the delivery of first-class customer service and the legacy system was simply not supporting their goals in the area of customer service.

The Solution

The Business Process Manage-ment Freight Investigations Application developed exclusively for CourierPost by B2BE (former-ly known as The ECN Group in New Zealand) has revolutionised the process. The key features of the application are:

- The ability to set and agree to individual service levels with each client on the fly Management of each new investigation to conclusion within the agreed time-frame.

- Management of each new investigation to conclusion within the agreed time-frame

- Real time automated collaboration across branch-es, stakeholders and functions

- Real time alerts and escala-tions of incidents that risk breaching service levels

- Powerful KPI reporting at a management and supervi-sor level

Seamless integration with legacy systems

The Results

- Paper has been eliminated from the process

- Service level guarantees are set and delivered

- Customer expectations are managed within a 'best-practice' service model

- Process efficiency has dramatically improved

- Re-work has been eliminated

About B2BE

B2BE delivers electronic supply chain solutions globally allowing organisations to better manage their supply chain processes, providing greater levels of visibility, auditability and control. With over 20+ years of experience, the B2BE teams operate in over 20 countries and regions and speak 17 different languages. We are trusted by over 6000+ customers with more than +58,000 trading relationships.

For more information, visit **www.b2be.com**