



Work Ahead
Webinar **Series**

CUSTOMER SPOTLIGHT

Posti Group Uses RPA to Embrace Full-Scale Digital Transformation

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Meet Your Speakers



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Agenda

Why RPA?

RPA Journey

**RPA
Implementation**

RPA Use Cases

**Showcasing
Success**

What's Next?

Industry Overview: Meet Posti Group

The leading postal and logistics service company in Finland. Posti, a 380-year old business, used RPA to transform their business processes and to replace tedious tasks in finance, logistics, HR, and sales support to increase operational efficiency.



The challenge:

Stay ahead of the competition and reshape for the digital age by replacing slow, time-consuming tasks that kept employees from face-time with customers.

200,000
BUSINESS
CUSTOMERS

Posti has the widest network coverage in Finland, visiting three million households and companies every weekday.

The solution:

Full-scale digital transformation, moving to cloud platforms, incorporating artificial intelligence, and digitizing every corner of the business.

1,564 M
EUR

Net sales in 2019.

Why RPA?



Posti Group was looking for efficiency in manual labor and cost efficiency, as well as improvement in the employee experience.



Posti has embraced full-scale digital transformation, moving to cloud platforms, incorporating artificial intelligence, and digitizing every corner of the business.

RPA Journey



Build the RPA Team

Implement and accelerate RPA at Posti.



Benchmark Success

Look at others and decide what to automate.



Choose RPA Partners

We didn't do it on our own, and we were faster.



Change The Mindset

You won't be automation ready in "one week".

RPA Implementation

How did you decide where to start and how do you recommend others get started?



Change Management

Be open about what is happening and what it means to you.

Why we are doing it? In the beginning it is really important to share internally what is RPA about so you have clarity culturally.



Top Down > Bottom Up

Going bottom up with automation can be challenging. Go top down so you can have the authority to push the automation transformation in the organization.

Technical Environment

Be sure you have access and governance sorted out before you dive in.

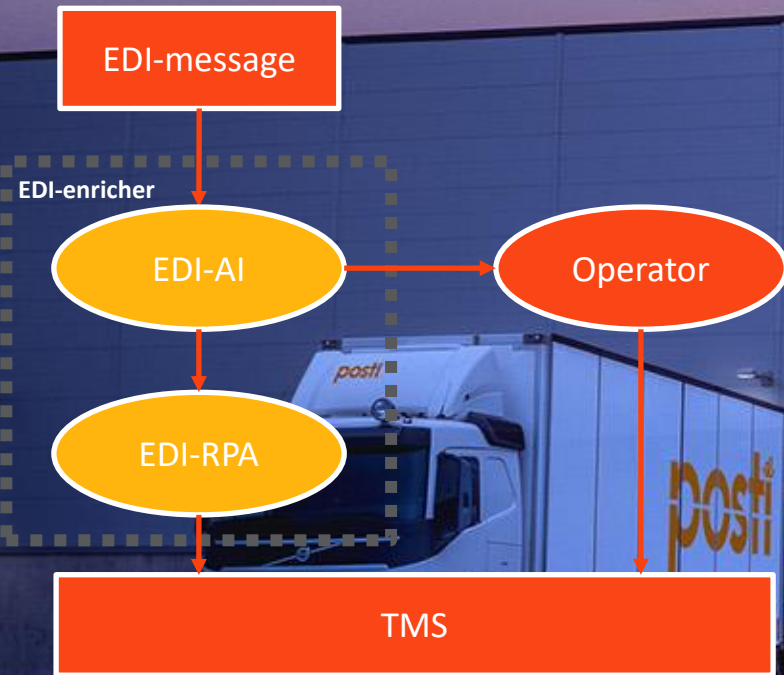


Benchmarking with other companies

- RPA is not something our competitors could copy from us but there is so much to learn from our peers.
- Most companies have the same problems.
- You can copy the idea but implementation is not the same.

Case EDI enricher

AI & RPA improving data quality in waybill additional services



Solution

- AI identifies which additional services should be activated/removed for each delivery, and RPA makes the needed modifications to TMS
- If AI cannot make classifications with enough certainty, the handling of the delivery is forwarded to a human operator

Implementation

- **Version 1** (6/2019): Handles the most common additional service at about 30% of all EDI messages
- **Version 2** (9/2019): increase EDI message volume to 100%
- **Version 3** (10/2019): add more additional service types

3,8 M

EDI messages
received per
year

1,28 M

EDI messages
with additional
services

19 MEUR

Additional
services value
per year

Business benefits



2,5 FTE manual
labor automated



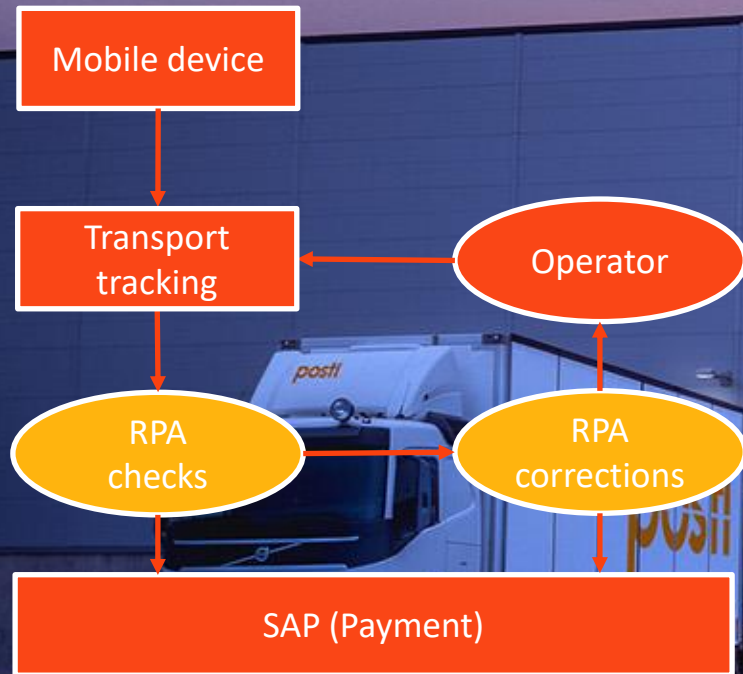
+ 1MEUR invoicing



EDI message quality
improved

Case Fleet follow-up

RPA improving data quality in driver notifications



Solution

- Three types of notifications: line hauls, postal centers, freight terminals
- RPA checks approved notifications or corrects them before payment
- If RPA cannot approve the notification, it is returned to operators for additional checks

Implementation

- Very complicated process, problems with Citrix
- Next steps: deliver checked data to operators for process improvements and negotiations with subcontractors

Business benefits



9 FTE manual labor automated



~2 MEUR less payments



Better data quality

40 000
Driver notifications every month

60%
of all drivers subcontracted

150 MEUR
Annual subcontractor costs

Showcasing Success

**3X
TARGET**

The company tripled its target goal for tasks automated in 2019.

Software robots have been delivered across the organization, in Finance, HR, Sales, Logistics and Customer Service.



2019 & 2020 target: € 3M automation potential



8 robots



- HR & Payroll
- Finance & Accounting
- Sales Support
- Customer Service
- Logistic Services

What's Next?

“It's a journey into automation maturity that you need to go through yourself before you can reach the ultimate goal of being a digital company.”



Jani Rahja

Head of Intelligent Automation,
Posti Group Oyj



Q&A

Thank you!

