Axios SYSTEMS™
ITSM & ITOM SOFTWARE

البريد السعودي
Saudi Post

Saudi Post Realizes Digital Transformation with *assyst*

1926 Founded

11,000 Employees

11.5m Customers

6000 Service Points

About Saudi Post

Saudi Post is a public government corporation that regulates and provides postal services in the Kingdom of Saudi Arabia. It is the official operator of postal services in the Kingdom. Upon the founding and unification of the Kingdom of Saudi Arabia by the founder late King Abdul Aziz bin Abdul Rahman Al Saud, Saudi Post started up operations in 1926, it is the oldest Saudi service authority. Services provided by Saudi Post range between common postal services such as mail, parcels, express mail and modern services such as online shopping, money transfers, and e-government transactions.

Its headquarters are located in Riyadh, supporting thirteen main branches across Saudi Arabia and over 570 remote post offices across the country.

Challenge

Saudi Post faced various problems with its in-house service management tool. Its functionality did not meet their operational needs, and its reporting capability was not sufficient for their requirements. Basic service management activities, such as tracking and incident follow-up, were not adequately managed and the solution lacked automation.

Saudi Post wanted to professionalize its Service Management activities with a more intuitive and configurable solution. A key business objective for Saudi Post was to move to a tool which was able to automate processes and deliver flexibility in services and processes to the wider organization. Digital transformation was key for Saudi Post as it aspired to improve existing business processes and customer experiences, in line with Saudi Vision 2030 to develop public service sectors.

After creating a shortlist, including three competitive solutions, Saudi Post selected *assyst* ahead of the competition due to the immensely powerful capabilities and lightning delivery of the solution.

The Arabic interface, and its flexibility in terms of licensing compliance, proved to be a significant advantage to the company. A committed and experienced Axios team is present in the EMEA region to provide support and consultancy, and this was also a very important factor for Saudi Post.

Challenge

Saudi Post used an in-house service management tool that did not meet their requirements. A professional service management tool was needed to automate processes and deliver flexibility in services and processes to the wider organization.

Solution

assyst service management functionalities and ITOM/Software Asset Management functionalities are combined to better track and monitor assets more effectively. Now *assyst* functions as the main systems for communication between branches, service points and the headquarter. Over 600 enterprise services are supported, ranging from IT Services to Facilities services.

Results

The IT team and end users are now empowered to do their job faster: self-service and automation have resulted in increased productivity and focus on more strategic tasks. Dashboards and analytics offer Saudi Post a true view of priorities across locations.

"With Amer we now have a true view of our services and powerful process automation across our entire organisation, this is in line with the 2030 Digital Transformation Vision for the Kingdom. The Saudi Post and Axios team worked very well together towards the common vision of delivering greater value to our end-users"

Saleh Alanazi
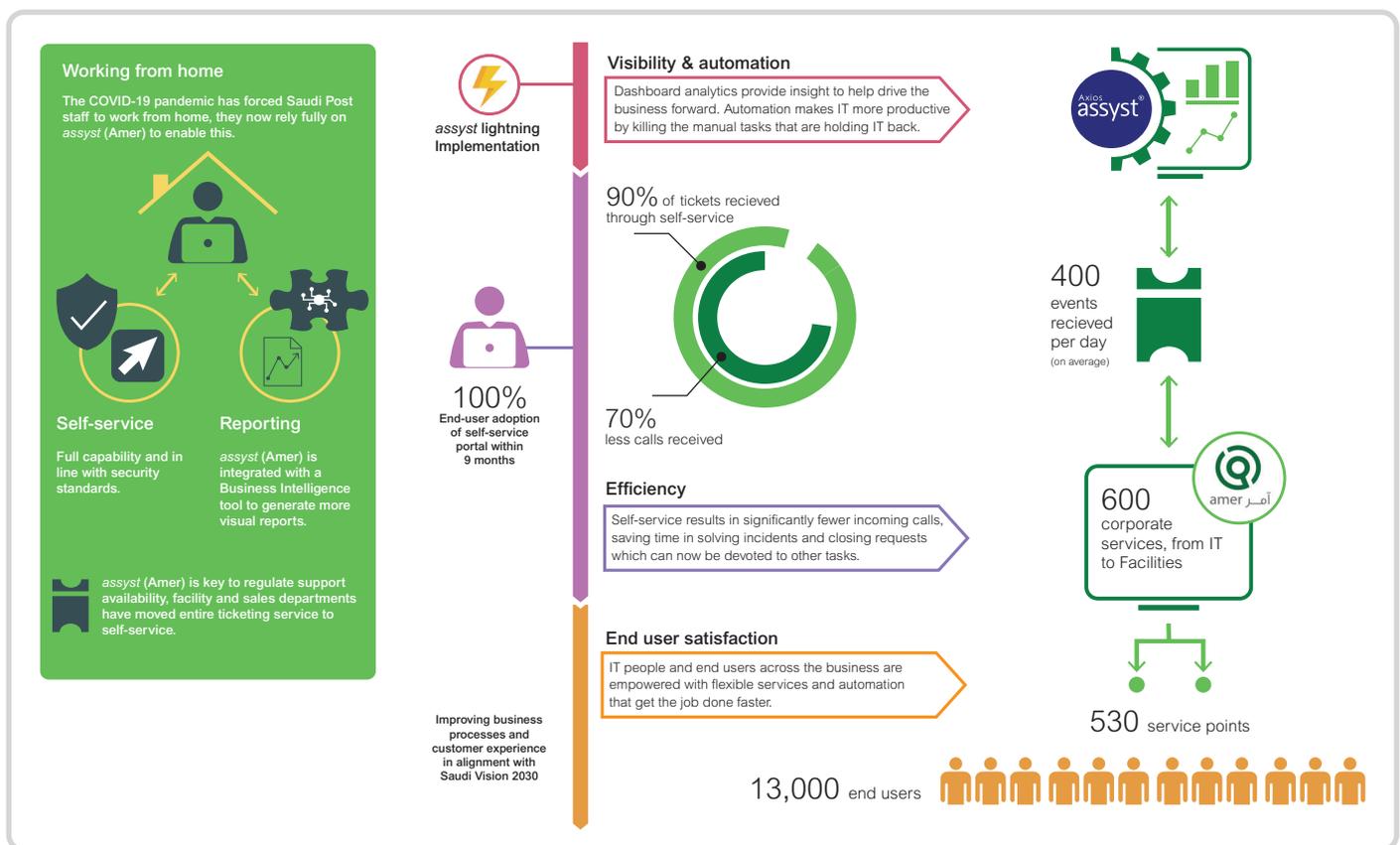**Assistant Technical Support Director**

Solution

Saudi Post implemented on-premise *assyst* within four months, incorporating ITOM/Software Asset Management (SAM) with the existing service management functionalities to better track and monitor assets more effectively. The service management tool was re-branded "Amer". Now, it functions as the main system for communication between branches and services points and the headquarter in Riyadh. Over 600 enterprise services are supported in *assyst*, ranging from IT Services to Facilities services.

Over 200 IT employees at Saudi Post have access to the tool, they now have an easier task in supporting the remote locations and managing the ± 400 events per day coming in. The customized Arabic language end-user portal is used by 13,000 Saudi Post employees across 530 service points. The self-service portal (Amer) resulted in a significant drop in the amount of incoming phone calls. This saves time in solving incidents and closing requests, this time can now be devoted to other tasks.
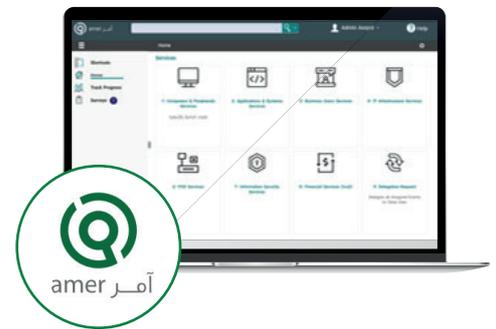
The Benefits

With full visibility, the team knows what's going on at any given moment in time and gets a true view of priorities across locations. This holistic approach allowed them to create a true data-driven strategy. Automation of basic processes enables the delivery of efficient, flexible and user-friendly services organisation wide.

Working from home

The COVID-19 pandemic has forced Saudi Post staff to work from home, they now rely fully on *assyst* (Amer) to enable this.

Self-service
Full capability and in line with security standards.

Reporting
assyst (Amer) is integrated with a Business Intelligence tool to generate more visual reports.

assyst (Amer) is key to regulate support availability, facility and sales departments have moved entire ticketing service to self-service.

assyst lightning Implementation

100%
End-user adoption of self-service portal within 9 months

Improving business processes and customer experience in alignment with Saudi Vision 2030

Visibility & automation
Dashboard analytics provide insight to help drive the business forward. Automation makes IT more productive by killing the manual tasks that are holding IT back.

90% of tickets recieved through self-service

70% less calls received

Efficiency
Self-service results in significantly fewer incoming calls, saving time in solving incidents and closing requests which can now be devoted to other tasks.

End user satisfaction
IT people and end users across the business are empowered with flexible services and automation that get the job done faster.

400 events recieved per day (on average)

600 corporate services, from IT to Facilities

530 service points

13,000 end users

The Future

Saudi Post will continue its service management journey with *assyst* by rolling out new functionality in the near future. New integrations with the supplier/vender management system to consolidate all requests through the *assyst* service catalogue and the integration with TFS to utilize the Release Management Module supports the development team with software development life cycle (SDLC) and this will take the whole environment to the next level of performance and flexibility. Saudi Post also plans to adopt enterprise-wide service management by rolling *assyst* out to other departments, including HR, Legal and Finance. This will not only maximize their value from the investment but also enhance the end-user experience.

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