

# IT SUPPORT SOLUTION FOR HUNGARIAN POST



## Yearly:

- 800 000 cases,
- 2 400 users,
- 8 administrative processes
- 600 000 fixed documents,
- 50 000 000 completed metadata fields,
- 300 000 + preparing formalized letter templates

## THE PROVIDER: MAGYAR POSTA LTD.

Magyar Posta is one of Hungary's largest service companies. The complexity of its operation is illustrated by the fact that, in addition to the mail and parcel delivery service, it participates in the distribution of newspapers, distributes banking and insurance products, carries out logistic tasks, operates a digitization center and provides custody services. In 3200 settlements, 2400 packages and 100 million letters are delivered annually to 2700 service outlets.

## INVITATION: INTRODUCTION OF IT SUPPORT SOLUTION

### THE TASK

Due to its corporate philosophy, Magyar Posta pays special attention to customer communication, complaint handling, compensation claims, and rapid response to regulatory inquiries.

Due to the size of the company due to the wide range of services, solving a task required a very lengthy process. Therefore Magyar Posta was looking for an IT support solution to speed up and simplify internal management processes, giving a user-friendly solution to more than 2200 colleagues.

## EXPECTATIONS FOR THE SYSTEM

- it should be a technical solution that provides a single management methodology for all products, service types and exceptions
  - for recording and investigation
  - statistics and measurements;
- support template making;
- build a central knowledge base when using it;
- adapt flexibly to the ever-changing needs, without any development support;
- be able to deliver real-time data on processes, people, services, and service levels (SLAs).

## Previous management goals

1. Introducing a boxed application for all products and services without custom development.
2. Powerful adaptation without changing support for a changing environment, increasing load.
3. Distance learning, easy to use system.
4. Enterprise IT design, organic integration of 10 systems.

## The Andoc solution

1. Processes, set up standard and customized management support for a complex set of 10 business data recording systems.
2. Manage individual expectations effectively: create thousands of roles, implement hundreds of metadata fields, and set up thousands of customized process states for them.
3. Very fast adaptation to meet new needs, changes and demands; development without investment.
4. After simple, effective training, simultaneous launch with all products has triggered Excel records, World Response responses, Outlook job assignment, file server test results, and Access statistics.