

“

*Handheld mobile devices help our network of partner outlets to handle the large volumes of e-tradables with ease, which customers retrieve at our pick-up points.”*

**Eric Fagerström,**  
Project Manager at  
PostNord Sverige



## Intuitive Mobile Application Helps PostNord Manage Spike in Seasonal Volumes

**Capgemini helps PostNord create a robust mobile application that improves customer experience by reducing transaction times**

### The Situation

The shopping convenience offered by e-commerce websites has led to an exponential rise in the growth of internet buying. Moreover, the volumes spike during festive seasons, leading to a bitter challenge for logistic operators, while delivering a massive number of parcels. Faced with a similar challenge, PostNord, the leading supplier of communications and logistics solutions to, from and within the Nordic region, decided to create a mobile application to handle seasonal volumes efficiently. The mobile application was intended to help PostNord's partner outlets to process parcels faster and effectively reducing queues.

The partner outlets were limited in number and wanted to offer more flexibility and mobility to handle mammoth volumes. To maintain consistency in the quality of delivery services, a mobile solution was considered, that would free up physical desk space and allow multiple transactions in real-time.

### The Solution

Capgemini was chosen as the partner for solving this challenge. Capgemini's mobile solutions experts began their engagement with initial analysis and design. An agile approach strengthened the involvement of the customer through multiple demos, workshops and feedback meetings. The project team leveraged the iterative and incremental Scrum software development framework to achieve goals faster and more efficiently.

The mobile application is based on a Windows Mobile 6.5 operating system and consists of a rugged handheld device, the Motorola MC65. The solution is a lightweight mobile version of the current system – Pablo – that is used by the partner outlets. The solution communicates with the Pablo system through a wi-fi network and a Pablo system API. The devices can be controlled remotely through a device management system called SOTI.

The communication is established through multicast messages sent out by the Pablo system API and received by the mobile application. The mobile application acts as a “dummy client” with only temporary information storage. The application sends requests to the Pablo system API in order to get system backend information.

## The Result

PostNord’s new mobile application is currently being used by approximately 200 (out of 1600) partner outlets in and around Sweden with impressive survey results. Capgemini experts have further developed new functionalities which will be incorporated in the application going forward.

The mobile solution is faster by about 10 seconds per interaction than the previous, stationary one. Considering the huge number of interactions during peak seasons, this time saving translates into a substantial boost to profit margins.

With the new mobile application, Capgemini has helped PostNord successfully leverage the Scrum methodology, where a focused development team reaches a common goal through cross-competency collaboration and team work.

PostNord has digitally transformed its workforce to brace for a spike in volume of e-tradables.

## How PostNord and Capgemini Worked Together

Mobile Solutions is a specialized team of more than 1,500 mobile experts located across the world helping clients in everything from mobile solution design to mobile testing.

The Capgemini experts’ contribution in the initial analysis and design phase was much appreciated by PostNord and this resulted in the teams’ continuing to work on the implementation and handover phases of the project

The close co-operation and involvement of the customer during the entire project execution, helped to create an environment conducive for the success of the project as well as to gain trust and confidence of PostNord.

As with any other IT project, the team faced many challenges. The mobile application was affected by a number of external factors, systems and infrastructure issues. For PostNord, the whole solution was new including a new wi-fi infrastructure, new device management system, new functionality in the existing solution Pablo for the partner outlets, and a new handheld device. The project team helped PostNord manage the new context and integrate the new logistical elements seamlessly enabling a successful transformation.

Another success factor was the original time plan which took these risks into consideration. As a result these potential problems were mitigated effectively within the stipulated time frame, without jeopardizing delivery.

For more information on this project, please contact:  
**success.story@capgemini.com**

## About Capgemini

With more than 130,000 people in over 40 countries, Capgemini is one of the world’s foremost providers of consulting, technology and outsourcing services. The Group reported 2013 global revenues of EUR 10.1 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at  
[www.capgemini.com](http://www.capgemini.com)

Capgemini Sweden  
Global Public Sector  
Mobile Solutions

### Approved by

**Eric Fagerström,**

*Project Manager at  
PostNord*

+ 46 72 58 56 478

[eric.fagerstrom@posten.se](mailto:eric.fagerstrom@posten.se)

**Carl Lundell,**

*Head of Delivery & Risk,  
Public Sector at Capgemini*

+ 46 8 536 86 484

[carl.lundell@capgemini.com](mailto:carl.lundell@capgemini.com)

In collaboration with 

## About PostNord

PostNord is the leading supplier of communications and logistics solutions to, from and within the Nordic region. We also ensure the postal service to private individuals and businesses in Sweden and Denmark.

With our expertise and a strong distribution network, we are developing the basis for tomorrow’s communication, e-commerce, distribution and logistics in the Nordic region. In 2013, the Group had sales of SEK 40 billion and 39,000 employees. The parent company is a Swedish public limited company with headquarters in Solna, Sweden.

More information is available at:  
[www.postnord.com](http://www.postnord.com)