

How Do You Satisfy the Online Shopping Boom While Maintaining Excellent Human Resources for Your Employees?

Cosmetics, kitchenware, books, games, and garden furniture – every product a customer orders online passes through the hands of dedicated delivery companies before it arrives at their doorstep. PostNL, with more than 45,000 employees and about 5,000 seasonal workers, is one of Europe's largest mail and parcel delivery service providers. With an increase in demand for package deliveries and a decline in mail volumes, the company needed to ensure complete reliability and continuity of services while attracting, retaining, and motivating employees on a large scale.

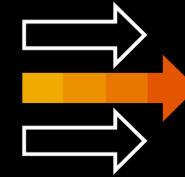
PostNL looked to maximize employee engagement and loyalty by empowering staff and managers with control of their working lives. Utilizing SAP® SuccessFactors® solutions and SAP Concur® solutions, PostNL established MyHR – a single, cloud-based HR portal that offers a huge range of self-service applications, touching all aspects of work. Total mobile access from any device provides transformative ease of use and significantly boosts employee engagement, while HR and IT costs have been reduced by about 25%. Happier staff and leaner operations help PostNL ensure that every delivery reaches the customer on time.



“By giving employees greater control over HR tasks and offering **more flexible working conditions**, PostNL shows that it is truly committed to helping employees succeed.”

Bernard de Vries, Chairman of the Workers Council, PostNL Holding B.V.

As digital communication and e-commerce change the face of traditional mail services, the pressure is on for delivery service providers to keep operations running cost-effectively and efficiently. Using SAP® SuccessFactors® solutions and SAP Concur® solutions, PostNL built its own self-service HR portal for employees, automating previously manual processes to boost flexibility and reduce costs.



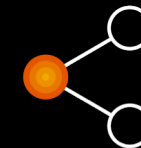
>2 billion

Mail items delivered by PostNL in the Netherlands



575,000

Parcels delivered each day



Largest

Network for letters, parcels, and e-commerce in the Benelux Union



PostNL Holding B.V.
The Hague, Netherlands
www.postnl.com

Industry
Travel and Transportation

Products and Services
Postal and parcel services

Employees
>45,000

Revenue
€3.4 billion

SAP® Solutions

SAP® Concur® solutions, and SAP SuccessFactors® solutions including SAP SuccessFactors Employee Central and SAP SuccessFactors Employee Central Payroll (2018)

Delivering Loyal Seasonal Employees with SAP® SuccessFactors® Solutions

Premier postal services provider PostNL needs to attract, retain, and motivate thousands of seasonal workers. With new self-service applications built with SAP SuccessFactors solutions and SAP Concur solutions, PostNL can deliver the HR goods every day, with lower operational costs and happier staff.

Before: Challenges and Opportunities

- Inability to find cost savings with existing HR systems in an increasingly competitive market
- Multiple HR systems, which created complexity for staff and hampered employee engagement
- Need for mobile and tablet functionality to improve employee flexibility
- Desire to streamline manual processes and improve efficiency

Why SAP

- Cloud-based solution, which strengthens the competitive edge by keeping operational costs low
- Single, scalable platform to manage all HR tasks, including automatic expense claims processing with SAP Concur solutions
- Support for mobile and tablet functionality for all employees across all solutions
- Fully mobile access to a 100% digital workspace, which satisfies staff expectations for increased flexibility
- SAP SuccessFactors Employee Central, which keeps operations running smoothly

After: Value-Driven Results

- Strengthened competitive advantage by reducing the cost of IT and HR processes
- Increased agility by enabling employees to access self-service applications from any device
- Supported operational excellence with simplified HR tasks, increasing employee engagement

“We hire 12,000 employees each year, so managing the entire employee lifecycle can become complex. SAP solutions help us keep employees motivated by keeping processes simple.”

Nienke Duisterhout, Program Manager for HR, PostNL Holding B.V.



SAP SuccessFactors

SAP Concur

25%

Reduction in the cost of IT and HR processes

One

Portal for HR tasks, replacing 15 legacy applications

25%

Payroll cycles, reducing the time needed to complete by five days



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