

# ACS Postal Services

## Smoother courier operations across 275 offices and franchises



ACS Postal Services is the leading courier service for documents, parcels, and packages in Greece and abroad, and has operated in the Greek market since 1981. ACS has the largest network in Greece, Cyprus, Albania and Bulgaria, with more than 600 service points which cover the communication needs of hundreds of thousands of businesses and individuals in 200 countries around the world with speed, safety and reliability.

### About the Bonita implementation

For this first set of applications, the IT group focused on the development and deployment effort, including the need to train people on the new apps. As is common with system changes, some users were reluctant at first especially as email seems so easy to use. But the user adoption was fast and solid, because it really improved work for everyone involved.

“ We are quite happy with the Bonita platform. The connectors, the interfaces, the quality of the software, are all very good. Now all departments want to use Bonita processes! ”

John Vratsos

IT Director

## Quality Control of voucher prints

- The printed bar code has to be consistently readable by machines

## Announcement of new procedures to agents

- Insure that important announcements are read through confirmation and automate reminders when messages are not read
- Reduce risk of customer service issues due to agents not being up-to-date on policies and procedures

# Objectives

## Challenges

- Printed bar codes have to be readable by machines so packages can be routed properly through sorting hubs. If a voucher is not correctly readable or is misplaced on a package, it needs to be reprinted, which carries a cost.
- Application of voucher quality control, and objections to quality control issues, were difficult to track and manage.
- Communication with remotely located agents could not be easily verified.

## Outcomes

Quality control and critical communications are no longer tracked in "email hell."

## Benefits

- Improved customer and user experience
- Minimized workload of vouchers reprinting process
- Fewer agents are complaining about being penalized unfairly
- Lower risk of errors that can affect customer service
- A variation of the application also escalates the notification to SMS outside working hours when the agent needs to receive a more persistent notification