

How a National Postal Provider Reimagined Public Service for the Digital Age

A prominent National Postal and Logistics Provider faced a common challenge: an infrastructure built for a physical world that was rapidly becoming digital. By partnering with Microsoft and UnifyCloud, the organization built a foundation for a turnaround that resulted in substantial digital adoption and best-in-class operational efficiency.

THE CHALLENGE: A Decade of Change in Three Years

Change was happening faster than the organization's systems could keep up, which meant they did not have the luxury of time to address the situation. But their infrastructure and processes were not built to be nimble. They needed help to make the necessary changes as fast as possible as they faced disruption on multiple fronts.

- **Structural Volume Decline:** Physical mail volumes were dropping significantly, threatening the traditional revenue base that supported business operations.
- **Legacy Technical Debt:** Monolithic systems were too slow to support the new and growing demands of modern e-commerce and digital health.
- **Public Service Mandate:** Required to remain entirely self-funded, the provider had to sustain uninterrupted operations while executing a full-scale modernization without external financial support.



THE CATALYST: An AI and Cloud Modernization Assessment

The organization turned to Microsoft and software partner UnifyCloud to perform an analysis of its infrastructure and application landscape. Using UnifyCloud's CloudAtlas platform, an assessment was performed that delivered the blueprint that turned a dire situation into a defined strategy and execution plan.

- **Automated Portfolio Analysis:** CloudAtlas analyzed the infrastructure portfolio, identifying readiness of workloads, apps, and databases for modernization along with dependencies. This gave leadership a full picture of the portfolio, delivered data-driven recommendations to guide decision-making, and facilitated creation of an informed and clear strategy and plan.
- **Data-Driven Roadmap:** Rather than a risky and complicated "big bang" migration, CloudAtlas proposed a phased approach focused on prime opportunities in high-impact areas to generate quick results. Mission-critical applications ready for immediate refactoring to PaaS were prioritized to accelerate time-to-market, generate impact, and deliver quick wins. Applications that required more effort or were less critical could be phased in over time.
- **Security and Compliance Mapping:** UnifyCloud ensured that the modernization followed best-practices and met the highest national security standards, which was critical for sensitive applications like e-voting and electronic patient records for healthcare.

A SUCCESS STORY: A Modernized Infrastructure and the Post of Tomorrow

The National Postal Provider built confidence and momentum by implementing a fast, but phased modernization plan prescribed by CloudAtlas. This was essential to the success of the project and delivery of a modernized postal system that meets the challenges of today while being agile for the future. The successful completion of the project achieved the following milestones:

Digital Services Success

- **Revenue Growth:** Digital-first business revenue doubled in the first year and continues to increase, growing by over 30% in the last year.
- **Mass Market Adoption:** The digital mail platform is still growing with a 60% increase in private customers and a 70% increase in business customers in the last year. Facilitated by a modernized and scalable backend, this growth is offsetting declines in non-digital customers.
- **Healthcare at Scale:** Modernized infrastructure allowed the organization to triple the volume of secure electronic patient records in just 12 months.

Logistics Reimagined

- **Real-Time Tracking:** Using modernized planning tools, the provider now offers delivery tracking accurate to within 15 minutes – a level of precision previously impossible with legacy systems.
- **Operational Efficiency:** Automation and proactive delivery preference options increase first-attempt delivery success, reducing costly re-deliveries, improving workforce productivity, and elevating customer satisfaction.

Financial Performance and Global Leadership

- **Profitability:** The organization achieved a 28% total profit increase in the last year.
- **Global Recognition:** The modernization effort earned the organization multiple service awards, demonstrating that even legacy institutions can set the pace for digital innovation.
- **Future-Ready Roadmap:** Building on the stability achieved through the modernization, the organization has officially launched a follow-up strategy for continued digital evolution and operational excellence through 2028.



THE UNIFYCLOUD ADVANTAGE

The transition from a traditional mail carrier to a digital service innovator required more than just software; it demanded the strategic clarity provided by UnifyCloud and its CloudAtlas platform. By assessing and understanding their infrastructure portfolio, identifying the right path to modernization, and following data-driven guidance throughout the journey, the provider saved years of development effort and trial and error. In less than three years, they accomplished a decade of change, creating a future-proof organization that is a pillar of modernized national infrastructure.

Talk to us about your cloud and AI opportunities