

Case study

InPost invests in modern equipment



InPost implements important innovations and gains a competitive advantage with the HP Pro 408 tablet

Industry

Transport and Logistics

Objective

Needed to implement modern technology, to gain competitive advantage and to become the leader of innovation in the logistics industry

Approach

Comparison of tenders and selection of a tablet that meets stringent standards of the Ministry of Justice concerning biometric devices

IT matters

- Faster and more efficient delivery of parcels and letters
- Limiting the number of paper documents for customers and staff

Business matters

- Strengthening the image of an innovative company
- Increasing satisfaction of both customers and InPost mail carriers



“The solution we have implemented with HP devices reaffirms our position as a leader of innovation in logistics. This is definitely a breakthrough not only for our customers, but also for thousands of InPost mail carriers, whose work has become much easier.”

– Marcin Welner, software development director, InPost S.A.



InPost overtakes the competition by introducing Electronic Acknowledgement of Receipt

InPost is a Polish company with international reach, specialising in the implementation of modern technologies within the logistics industry. The company decided to invest in HP Pro 408 G1 tablets, which have made it possible to implement an innovative solution - the electronic confirmation of delivery. This helps InPost gain the leading position in the field of applying modern solutions.



Challenge

The latest technologies for business specialist

InPost, part of the Integer.pl Capital Group, has operated in the Polish market since November 2006. The company has over 1,200 customer service points and nearly 8,000 post offices. In 2013 alone the postal operator delivered more than 240 million shipments.

Despite the young age of the company, InPost has built its position in Poland and abroad by offering modern solutions. The postal operator has created an attractive alternative to traditional parcel and letter delivery and has successfully built its image as an innovative company. It has also effectively introduced improvements for both its clients and employees. As Marcin Welner, software development director at InPost, points out: "Our flagship products - parcel lockers - are available in more than 20 countries on five continents."

In order to guarantee rapid growth of the company and to meet its ambitious plans, further investment in technologies was essential. It was therefore decided to modernise the way parcel deliveries were confirmed.

"We wanted to be the first on the domestic postal and courier market, to replace paper delivery confirmation with electronic. We have achieved that ambition and so far are the only ones to have achieved this. The sender now immediately gets information about the delivery of the shipment by the addressee," says Welner.

In order to achieve its goals, InPost needed to equip its employees with tablets and specialised software. They had to meet a number of requirements, including having touchscreens sensitive enough to precisely map signatures, be suitable for outdoor use and provide durability. The manufacturer of such devices should provide high quality service and be flexible in its approach.

Amongst the models taken into account were those manufactured by HP. Karol Mroziński, account manager, business clients' department, HP, says: "Each of our clients is treated individually to make sure that we provide 100 per cent satisfaction and contentment with the equipment they purchase. In the case of InPost we were intensely analysing possible solutions for quite a long time and finally reached a consensus for a win-win situation, where both sides would profit. In that way HP has gained a partner and a client, and InPost increased its competitiveness."



Solution

Modernity and the ease of use

After agreeing on common needs and expectations, it was concluded that the equipment that met all InPost's requirements was the HP Pro 408 G1 tablet. "Mobile devices given to our carriers are equipped with technologically advanced, highly sensitive biometric sensors that capture the signature. In addition, in order to allow InPost to deliver judicial letters, HP equipment had to undergo rigorous testing by the Ministry of Justice, InPost's main client," comments Mroziński.

"There were several reasons why we decided to cooperate with HP. First of all, we appreciate the flexibility of the manufacturer by adapting firmware to our needs and the support from the HP experts. We are a company that is constantly evolving, introducing new services and applications and modifying the ones already in place. Therefore, flexibility is a key feature for us, especially in such a prestigious project as the Electronic Confirmation of Delivery. Also, the partnership between HP and Microsoft® was a significant factor, as we value their products," underlines Welner.

To meet its needs, InPost invested in 7,000 HP Pro 408 G1 tablets for its mail carriers. Aside from high-quality equipment, the company also received technical support which was very important, because when trying to fine-tune the system of the Electronic Confirmation of Delivery, both companies faced several problems.

Each obstacle encountered was discussed together and overcome as quickly as possible so that the final solution provided complete stability. At difficult stages the HP team's efficiency was tested and it always passed. In the end, success was achieved and a stable system prepared especially for InPost was implemented. It is one that will satisfy the customer for many years.

Welner notes: "We consider the co-operation to be perfect. The HP team, aside from selling mobile devices, actively participated in testing new software solutions, suggested HP are constantly in touch with us and help us with any hardware and software problems related to the devices. It is obvious that in a project of this scale that problems will occasionally appear but they are solved instantly."

Benefits

Image and technological success

The cooperation of HP and InPost brought a huge benefit to both parties, including the ones connected with their image. As Welner says: "The view of a mail courier equipped with a tablet instead of a pen and a sheet of paper for many customers is evidence of the modernity of our company, but also proof of a change in quality. Electronic confirmation of delivery saves time and costs, and reduces burdensome red tape to a minimum. One signature on a tablet screen is enough to complete the process of delivery."

Customer solution at a glance

Hardware

- HP Pro 408 G1 tablets

Software

- Microsoft Windows

HP services

- HP Financial Services

Furthermore, tablets are not only necessary to deliver letters from the largest InPost customer – the Ministry of Justice – but they are having increasing importance in mail carriers' work. Welner highlights: "Our electronic confirmation of delivery service, which is used throughout the country, meets with a great interest from business customers. We also use tablets to support courier and parcel lockers deliveries."

Other benefits achieved from the agreement, include a beneficial relation between price and the quality of service and equipment, and modern technology used in tablets, which makes InPost a truly innovative company. As pointed out by Mroziński: "The HP Pro 408 G1 tablet passed all the required tests and this is their main advantage for InPost. In addition, due to the close cooperation of HP with Microsoft, who supported the customer in developing new applications and adapting existing ones, InPost decided to switch from Samsung technology, based on the Android system, to HP technology, based on Windows®. It should also be noted that the entire transaction was financed by HP Financial Services."

An equally important advantage of the tablets "is the high quality of the devices delivered and their durability. One must remember that mail carriers often work in difficult weather conditions," says Welner. "The accuracy in capturing signatures is also very important. The HP solution was one of the very few to meet the requirements for hand-written signatures, and this was crucial to the proper performance of the electronic confirmation of delivery."

In summary, HP provided InPost with high quality equipment, efficient service, implementation of innovative solutions and improved quality of their mail carriers' work. The InPost team gained not only customers' and employees' satisfaction, but also significantly reduced the amount of paper and time wasted on bureaucracy. Thanks to these positive changes, InPost will be able to compete with the biggest companies on the Polish market more effectively and will also gain a better perspective for further expansion on foreign markets.

Learn more at hp.com/go/tablets

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