

Qatar Post

Providing best-in-class mobility and postal services across Qatar

CHALLENGE

Qatar Post launched a transformation program in 2015, that included a key milestone to enable a “Digital Qatar Post” through innovative, sustainable technology solutions that deliver reliable, high-performance IT services.

Operations mobility was a key focus of the initiative. Qatar Post needed to upgrade the operations’ mobility capabilities, both software and hardware, to address expected postal work environments and Qatar climate conditions. They required software with functionality to enable:

- Item scanning and event capture
- Pick-up/delivery list synchronization
- Proof of delivery capture
- Payment acceptance
- Navigation and routing
- Address geo-tagging and validation

Regional BluJay partner Data Capture Systems (DCS) helped Qatar Post identify a flexible, scalable solution to meet their needs now and into the future to support its digital innovation.

BluJay’s regional partners like DCS are a valuable extension, bringing localized expertise to customer engagements.

QUICK FACTS

- › Established in 1950
- › Exclusive provider of postal services in Qatar
- › Only organization in Qatar able to issue stamps
- › 23 postal branches

BUSINESS CHALLENGE

- › Qatar Post needed to implement a mobile solution to upgrade its capabilities for both hardware and software to keep up with expected postal work environments in Qatar.

RESULTS

- › With BluJay’s MobileSTAR, Qatar Post reduced operations cost, gained enhanced work capabilities and increased performance, all while giving customers increased visibility.

SOLUTION

Qatar Post implemented BluJay's mobility solution, MobileSTAR, including many options utilized by Qatar Post's delivery products and services. The benefits for operators, drivers, call center and transport operations include:

- Utilization of the latest technology in delivery solutions
- Enhanced work capabilities and increase performance
- Increased speed for delivery business process
- Valuable analytical reports that facilitate operational decision-making
- Paperless environment, instant delivery status updates

BluJay was selected by Qatar Post for its reputation in the marketplace, ability to provide a full-fledged delivery solution, experience with logistic implementations, and ability to provide a full package, including support and maintenance.

By deploying BluJay's MobileSTAR, Qatar Post has reduced operations cost and gained control on resources to enhance performance. Item-level visibility is provided for the organization and its customers.

Qatar Post has enhanced its reputation and promotes enhanced IT capabilities in delivery proposals to customers.

These benefits have brought a new level of flexibility and power to Qatar Post's mobile operations to meet organizational goals.

With MobileSTAR, Qatar Post creates new value and workflow capabilities to help their customers' brands create world-class customer experiences at the lowest possible cost.



"Thanks to MobileSTAR, we now provide the best-in class postal service across Qatar and are embracing the advent of digital life by giving our customers improved visibility and customer service."

Steve Grayston
Chief Information and Digital Officer
Qatar Post

ABOUT DATA CAPTURE SYSTEMS

Data Capture Systems (DCS) is a leading provider of business enabling solutions in the field of Automatic Identification and Data Capture (AIDC) using Barcoding, RFID, Wireless, GPS, Voice, Sensor and Biometric based technologies. DCS combines world-class products from industry leaders with its professional expertise to provide Enterprise Mobility solutions across industry sectors. DCS has direct presence in GCC Region and Kenya. Visit www.dcsme.com.



DATA CAPTURE SYSTEMS
Positioning vital information at your fingertips

ABOUT BLUJAY SOLUTIONS



BluJay Solutions helps companies around the world achieve excellence in logistics and trade compliance - it's in our DNA. Through a blend of Data, Networks, and Applications, delivered in the BluJay Way, our DNA platform powers the Frictionless Supply Chain for thousands of the world's leading manufacturers, retailers, distributors, freight forwarders, customs brokers, carriers, and logistics service providers.