


 Deutsche Post

Deutsche Post AG keeps close track of outsourced activities

Service Level Management Delivers Transparency

Deutsche Post AG

Supported by the combined logistics expertise of its Deutsche Post, DHL, and Postbank brands, the Deutsche Post group offers integrated services and customer-oriented solutions for the management and transport of goods, information, and payments via its global and local networks. Deutsche Post World Net is a leading provider of dialog marketing services, as well as efficient outsourcing and system solutions for mailing. In 2006, the group posted revenues of EUR 60 billion. Deutsche Post World Net employs over 520,000 people in more than 220 countries and territories, making it one of the world's largest employers.

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Business Challenges

A project was launched by Deutsche Post AG's MAIL division with the aim of producing a tool-supported solution that would display and document the defined service levels. The solution would also actively measure the services and associated processes. This would ensure that the defined services are continuously monitored and properly delivered.

Solution

- ▶ Introduction of a service level management tool as an intranet portal
- ▶ Documentation of service level agreements using ARIS Toolset and ARIS Web Publisher
- ▶ Indication of compliance with service level agreements in a management cockpit via ARIS Process Performance Manager

Customer Benefit

- ▶ High degree of transparency and measurability of provider performance
- ▶ Timely, easy identification of weaknesses
- ▶ Basis for developing possible corrective action

ARIS Platform Products:

- ▶ ARIS Toolset
- ▶ ARIS Web Publisher
- ▶ ARIS Process Performance Manager with integrated performance cockpit



The MAIL division of Deutsche Post AG has outsourced management and maintenance of its IT infrastructure to an external service provider. The corresponding contract contains details of up to 450 different service levels, which can be applied by operational departments or even individual employees. IDS Scheer AG was entrusted with helping to deliver a service level management solution that provides the necessary overview and transparency.

"The solution enables us to respond quickly and efficiently to weaknesses in service performance across the 450 potential service levels and to implement the necessary improvements."

Tobias Tenner, process owner, Service Level Management, MAIL division

Business Challenges

A core element of MAIL's business operations within Deutsche Post AG is the sophisticated IT infrastructure that supports its transport and logistics activities. Management and maintenance of this infrastructure has been outsourced to an external service provider. Up to 450 different service levels were defined in the associated contractual agreement. To accurately measure the provider's performance, a clear picture of all these areas is essential. Deutsche Post AG launched a project to provide a tool for visualizing the written service levels described in the legal agreement on screen. A further requirement was the ability to actively measure the services and associated processes. This would ensure that the defined services are continuously monitored and properly delivered.

Solution

Bonn-based Deutsche Post is the service brand for postal services, dialog marketing, and efficient outsourcing and system solutions for mailing. The company operates a comprehensive network across Germany that delivers an average of 70 million letters a day, six days a week. Represented on four continents, Deutsche Post acts as a one-stop provider of direct postal services to over 200 countries under the "DHL Global Mail" brand. Because IT is a key factor in successfully linking locations, it is vital that the company ensures Service Level Agreement compliance in order to keep its business running smoothly, particularly given that Deutsche Post's IT services have been outsourced.

A key aspect of the project was to establish which IT services were used by MAIL during the relevant reporting period, together with the quality, quantity, and cost. Deutsche Post now obtains this information via the implemented service management tool. Tailored to Deutsche Post's requirements, this tool is an intranet portal that enables service level agreements and their compliance status to be simply and concisely documented for different user groups and linked with the relevant live performance indicators in a management cockpit. Examples of such KPIs include availability and utilization.

ARIS Platform products

The portal is a combination of two standalone solutions. Using the contractual agreement as a basis, the first step was to create an overall concept for integrated SLA documentation and reporting. Modeling was carried out using ARIS Design components, with ARIS Toolset and ARIS Web Publisher being deployed to display and document the SLAs defined in the agreement. ARIS Process Performance Manager was used to monitor the processes. The integrated performance cockpit clearly displays the provider's services in green, yellow, and red, allowing any weaknesses to be immediately identified and corrective action to be taken.

The role-based displays provided by this solution are automatically obtained from the structure information of ARIS modeling components and made available to users. This interaction between ARIS modeling and ARIS Process Performance Manager as a control instrument is a vital feature of the service level management tool and also crucial to ensuring compliance with the agreed Service Level Agreements.

Customer Benefit

The MAIL division of Deutsche Post AG needs a convenient way to check the compliance status and quality of the 450 agreements that apply to managing and maintaining its IT infrastructure. Together with IDS Scheer AG, a service level management tool was implemented that displays and documents the contractual agreement, while also enabling users to monitor and measure compliance with individual service level agreements. The processes are displayed in ARIS Process Performance Manager, which also provides a high degree of transparency with regard to the provider's performance.

The use of the cockpit throughout the organization means that weaknesses can be identified immediately. Discussions with external providers as part of regular reviews provide an opportunity to coordinate details faster and more efficiently, thus heading off potential bottlenecks. This high level of transparency allows a continuous improvement process.

Across Germany, Deutsche Post AG delivers an average of 70 million letters a day, six days a week. Deutsche Post is also active across four continents as a one-stop provider of direct postal services to over 200 countries under the "DHL Global Mail" brand. IT is a key factor in successfully linking the locations.