



ABOUT POSTMODERN

PostModern is an innovative postal service provider from Germany. What began in the 1990s with the distribution of business mail in Saxony, German county, soon expanded to delivering private and business mail throughout Germany. Today, with an extensive and well-established partner network, the company ships parcels and letters worldwide. In 2016 a high-performance sorting center was built in the city of Dresden, where the company's head office is located.

HIGH EFFICIENCY DESPITE INCREASING SHIPMENT VOLUME

With the new sorting center, PostModern reacted to the continuous growth in shipments. The physical expansion allowed the company to handle larger volumes of shipments and thus continue to ensure reliable and fast delivery. However, as the volume of mails grows, so does the number of unassignable consignments that need to be decoded by means of a video coding process. Shipments with an ambiguous address, e.g. due to unreadable handwriting, cannot be assigned by the sorting machine. They are therefore sorted out and processed individually by postal service employees. Due to fluctuating mail volumes and the fact that video coding must take place during the ongoing sorting process in order to ensure compliance with the transit times, it can be a difficult task to provide a sufficient number of staff when necessary.



PostModern

At a Glance

-  **Industry**
Postal & Logistics
-  **Headquarters**
Dresden
-  **Website**
www.post-modern.de/

Highlights

- ✓ 1,400 mailboxes and 880 service points in Germany
- ✓ 360,000 deliveries per day
- ✓ Germany-wide and worldwide delivery






ALWAYS ONE STEP AHEAD WITH NEW SERVICES

To meet these challenges and organize sorting processes even more efficiently, PostModern decided to outsource the process of video coding. Therefore, the postal service provider approached Spectos, a company they had been collaborating with since 2012 for transit time measurements and redress management. In a joint project, PostModern and Spectos set up all technical and organizational requirements for Spectos to coordinate video coding for PostModern as an external service provider.

Little implementation effort was required to enable Spectos to work via remote access in PostModern's letter sorting system in real time. Qualified personnel digitally decodes and corrects the shipment data according to defined rules. The consignments are then put back on the belt by postal service employees, ready to be successfully assigned by the sorting machine. This is how 200,000 shipments are currently coded every single month.

ENSURING HIGH SORTING AND DELIVERY QUALITY

Outsourcing video coding offers many advantages for PostModern. The Spectos digitization service ensures stable transit times and on-time deliveries for PostModern by decoding unassignable letters within minutes – even at peak times. The company now has a high level of flexibility in its daily business, which has since been independent of dynamic postal volumes and unpredictable events. As a result, the postal service provider also benefits from scalable processes. Another major benefit of outsourcing video encoding is the cost savings from paying for the service on a per-unit basis vs. the cost of permanent employees. Furthermore, PostModern has gained additional space capacity through outsourcing: The room formerly used for video encoding has now become a meeting room.

-  **REAL-TIME PROCESSING OF NON-READABLE SHIPMENTS VIA REMOTE ACCESS**
-  **COST SAVINGS THROUGH UNIT-BASED PAYMENT**
-  **STABLE RUNTIMES AND HIGH DELIVERY QUALITY THANKS TO MINUTE-FAST DECODING**
-  **HIGH EFFICIENCY IN SORTING PROCESSES REGARDLESS DYNAMIC MAILING VOLUMES**
-  **EXTRA ROOM CAPACITY BY OUTSOURCING VIDEO CODING**



” *The Spectos digitization service enables PostModern to make information and process chains digital and efficient. The solutions, which are individually tailored to our projects, support us in increasing productivity, keeping runtimes stable and continuously monitor and optimize our service quality.*

Michael Ulbrich
CEO PostModern