

# Reference Case European Mail Networks ERP Implementations

## **EMN in brief**

European Mail Networks (EMN) offers addressed, unaddressed and segmented distribution solutions for domestic markets in Europe. EMN is a leading player in the liberalized postal market in Europe.

- European Mail Networks has operations in Germany, the UK, Italy, the Benelux, Austria, the Czech Republic and Slovakia.
- TNT Post in the Netherlands delivers 7 billion mail items to 7 million households a year.
- European Mail Networks currently delivers 13 billion unaddressed mail items a year.
- European Mail Networks presently reaches more than 60 million households

## **The Business Case for ERP implementation**

A central application to handle the complete process of order creation and mail delivery is of main importance for the EMN Business. Replacement of many legacy applications by one central application reduces work and risk as result of double data entry. A central application provides a reliable single source of data for financial applications and reporting.

## **M&A's Role**

In these complex projects Mieloo & Alexander were responsible for deliverables in different stages of the implementation process.

- Project management. Responsible for planning and in time delivery of project deliverables in different project stages
- Business process design. Investigation and alignment of existing Business processes
- Functional design. Keeping strong focus on business processes and requirements during application design
- Risk Management. Preparation of Control Framework to stay in control of Business Processes during Go Live of the new application
- Data Conversion. Focus on organization and preparation of source data for conversion to Test/ PAT en Production environments
- Migration support. Planning and follow up of the migration activities during Go Live
- After Go Live support. Support Business teams in their day to day work with the new application

## **M&A's Approach**

Mieloo & Alexander works closely together with the Business Team to keep focus on business requirements and customer needs. Coming together is a beginning; keeping together is progress; working together is success!

## **Key Challenges:**

- (Re)Design & Alignment of existing business processes, handling of exceptional situations

- Keep strong focus on relevant business processes during Application design
- Managing Business requirements against budget and system functionality
- Correct reflection of Business Processes in the new application
- Proper data conversion from many legacy systems to a new application
- Maintain Business involvement and support during project life cycle
- Business Process control during Go Live

### **Results and Benefits to EMN**

The project deliverables were delivered on time and within budget. Two divisions of EMN have improved their business by implementing an ERP system. The ERP implementation was enabling the following benefits:

- Better control of the overall Business Process
- Standardization of the Business Processes
- Improved data quality and Business Reporting
- Risk reduction by minimizing data replication



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