



Customer Snapshot

Posti saves through better scheduling with Infor Workforce Management



Facts at a glance

Solution: HCM

Products: Infor® Workforce Management

Industry: Business Services

Country: Finland

“Volume-based planning is our major issue, and we wouldn't have been able to implement it without Infor Workforce Management.”

—Mari Hirvonen, Development Manager,
Posti

About the company

Posti Group offers postal and logistics services, e-commerce services, and financial management outsourcing services. The company assists organizations with selling and marketing, delivery, and invoicing activities, and operates in 10 countries in Europe and Russia. In Finland, its home base, Posti's key mission is to provide daily mail services throughout the country. Almost 17,000 mail carriers and sorters ensure the delivery of all postal items to Finland's 2.5 million households. Posti also provides early-morning newspaper delivery. To learn more, visit www.posti.com.

Challenges

- Reliably deliver mail and early-morning newspapers to 2.5 million households in Finland, five days a week.
- Schedule all employees to comply with Finland's complex employee and holiday entitlement program and union rules.
- Successfully compete in the deregulated European postal market.
- Calculate workers' pay correctly.

Benefits

- Streamlined labor processes and eliminated bad practices.
- Reduced understaffing and overstaffing because of managers' ability to see the workload and accurately plan schedules, and see the results to make adjustments.
- Achieved considerable savings from more accurate and consistent calculation of employee pay—done automatically with custom, plug-in forms.
- Optimized planning, forecasting, and scheduling for high volumes of staff within complex union rules and state regulations.
- Gained more time for supervisors to focus on productive, fulfilling, and value-add activities.
- Acquired real-time reporting that helps managers make better decisions more quickly.
- Automated a complete set of complex pay terms and conditions resulting in reduced pay errors and issues, greater adherence to working time rules, and reduction in unnecessary overtime and premium work.

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INF-1243417-EN-US-1215-5