



# SERVICE DELIVERED

History repeats itself – digitally



The Post Office’s direct ancestor, The General Post Office, was established by Charles II in 1660 in response to public demand for an efficient (and fairly priced) means of conducting both business and pleasure in a rapidly changing economy and society.

The ethos is still the same. Only now, the mix of communications technologies is infinitely more complex. The Post Office’s challenge is to stay relevant in the digital age and deliver the right kinds of products and services to a public whose appetite for communication has never been bigger.

When the Post Office began work with Computacenter on a contract known as ‘The End User Computing Tower’, the company’s CIO, Lesley Sewell, was clear about its ultimate objective: “to modernise our IT systems and make our business more responsive and customer focused.”

History is repeating itself; this time digitally. Computacenter has been working to deliver IT managed services to empower the Post Office’s 11,500 branches, as well as the 4,000 or so people who work in its head-office. The latest digital tools are now all available on a responsive and robust infrastructure.

“It’s all based on the specific needs of users, and the outcomes the business wants to achieve,” said Russell Brown, Client Director for Post Office at Computacenter. “The Post Office has been around for hundreds of years because it knows how to evolve and stay ahead of what customers want and need. By building new end user systems and services we’re giving the business the flexibility and scalability it needs to offer the right products and services in its branches.”

It’s a huge a huge undertaking. Computacenter has painlessly removed legacy technology and replaced it with around 30,000 new devices all of which are supported by their Global Service Centre and extensive British-based engineering resources. The Post Office separated from the Royal Mail Group, and their core work platform is now hosted in Computacenter’s Tier IV datacentre located in Romford, Essex. The resilient private cloud infrastructure is constantly monitored by our Operational Command Centre.

**DIGITAL**  
IT designed for people *me.*



KIOSK



RETAIL



CUSTOMER SERVICE



ENGAGEMENT