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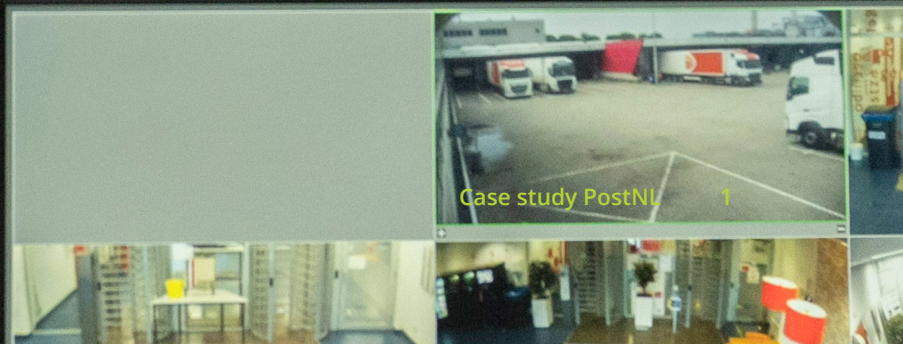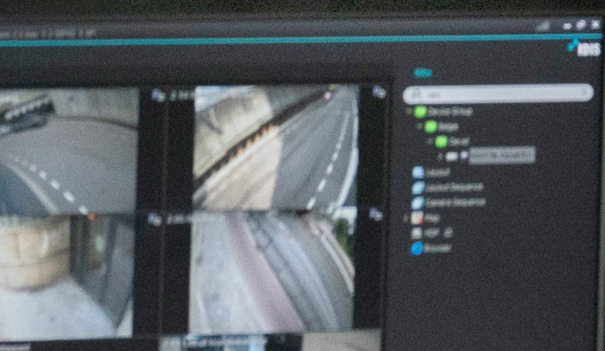
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POSTNL

PostNL welcomes IX.Web on the road to digital convenience

Marc Kleiberg, Manager Asset Protection (L) & Anjo Jongenelis, Manager IT (R)

BEFORE WE START

THANK YOU

FOR READING THIS ARTICLE

Thank you for your interest in this article about our Fire and Security solutions at PostNL. We would like to thank PostNL again for their cooperation and approvement for this article.

This article is the result of an interview, with Mr. Kleiberg and Mr. Jongenelis of PostNL, by a journalist. The photos were taken by a professional photographer.

This article is part of a series of multiple case studies. Several case studies are available fo ryou to read, like Sportiom and Rotterdam The Hague Airport.

If you are interested in reading other case studies make sure to contact us. Also if you have questions about this case study.

The complete Beveco team

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DOZENS OF PARCEL LOCATIONS, HUNDREDS OF AUTOMATED PARCEL DELIVERY TERMINALS, THOUSANDS OF CHIPPED ACCESS CARDS AND COUNTLESS DIGITAL SYSTEMS THAT REQUIRED ONE OVERARCHING SOFTWARE SOLUTION.

Dozens of parcel locations, hundreds of automated parcel delivery terminals, thousands of chipped access cards and countless digital systems that required one overarching software solution. This was the challenge facing PostNL, and Beveco had the answer: IX.Web. The implementation kicked off in the control room a couple of years ago, and has slowly made its way throughout the entire organisation.

Scaling back the number of contracted security personnel marked the beginning of the search for new digital solutions. 'PostNL was looking for one overarching IT solution in which all systems – including security – could be integrated. It was clear that Beveco was the best match for us. They also offer the option of making small changes in-house, without us having to call on them constantly, based on the assumption that the integration would remain consistent. That was the deciding factor for PostNL,' Anjo Jongenelis explains. He is the IT manager and is charged with all IT solutions at PostNL's head office.

Together with Marc Kleiberg, Asset Protection manager at the postal and parcel company and Beveco, he took up the gauntlet and boosted the system that had already been rolled out in the control room. Together they installed it in the cloud.

EXPANDING THE FOUNDATION

The initial implementation of IX.Web was carried out in the central control room at PostNL. Jongenelis: 'We needed to digitise the existing systems – access control, burglary, CCTV, intercom and fire alarm systems – at our sorting centres in the cloud. This was in line with PostNL's Digital Next strategy. The foundation is now solid, and we're expanding all the time. We now have access to the system any time, any place.'

It's not only the control room that is undergoing a metamorphosis. The technology supporting access passes has also been updated. For instance, Beveco has designed a platform that is used to manage all other access control systems.

STEEDS DIEPER HET SYSTEEM IN

'Now we make access passes, digitise applications and authorise everything from a single point,' Jongenelis tells us. His colleague, Marc Kleiberg, continues: 'Despite the fact that we've only been live for a fortnight, we have already noticed how much time it saves us and how much knowledge and expertise Beveco has in-house at our disposal.' This positive experience means that PostNL managers are already thinking ahead to further cooperation. 'Beveco's knowledge when it comes to building management systems could very well come in handy in the future.'
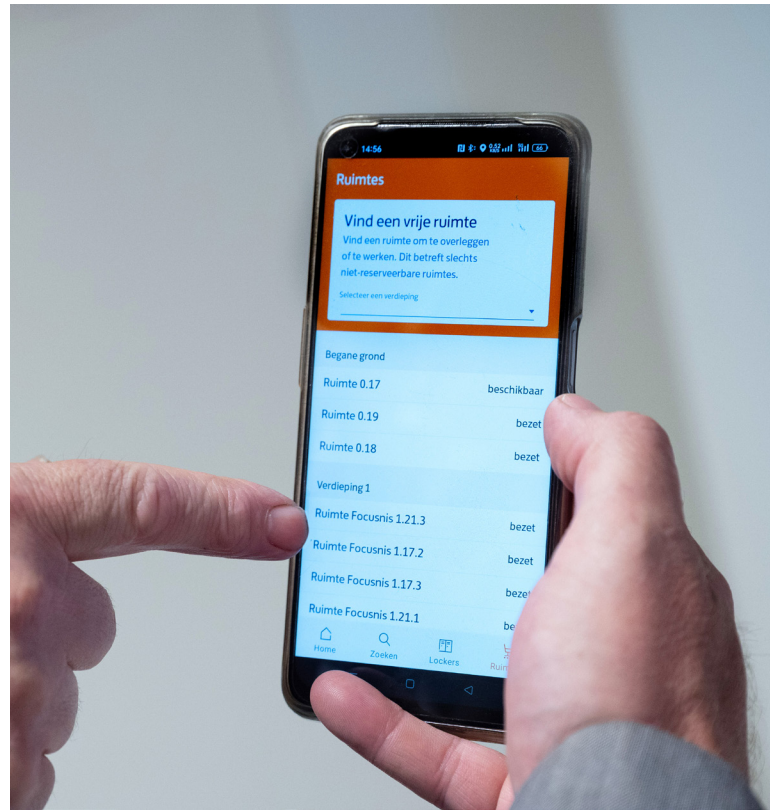
ROAD TO NEW INFRASTRUCTURE

It sounds simple: you get in touch with an integrator and organise a new security management system (SMS). But Jongenelis tells us it's not quite like that. 'For us, the journey started with analysing our security infrastructure. We had no idea what we were dealing with. About two to three years ago, we started the project. Six months later we had completed ninety per cent of the puzzle,' Jongenelis recounts. 'It became apparent then that we needed a new solution for two reasons. Firstly, we wanted to centralise our customer strategy, which was spread across several different places in the organisation. The second reason is that, until recently, the head office and the postal and parcel service organised their security separately. We wanted to combine this. Another reason was because the software in the Packages Department no longer met current cybersecurity requirements. IX.Web offered us that option and Beveco dotted the i's and crossed the t's.'

NEW CHALLENGES

After a series of reorganisations which, in the gentlemen's opinion, meant that a lot of expertise was lost at the PostNL IT Department, they reinvented the wheel together with Beveco. Kleiberg: 'This didn't only concern the implementation of the cloud at our organisation. Fact is that we work with various systems and a range of other organisations. That presented new challenges.' Jongenelis continued enthusiastically. 'Beveco came to the party as a veritable integrator. We reached good agreements with everyone and didn't encounter any problems worth mentioning. IX.Web is a fantastic platform with all kinds of security features plus smart building options: perfect for our new building. We also used the software to integrate all the sensors in the new building. It means we can serve our staff even better. They can now use a specially developed app to see, for instance, which workstations are free, where a colleague is in the building and they can open the gates. That way, we can benefit even more from the solution we have chosen.'

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POSTNL USES...

CENTRAL CONTROL ROOM

At PostNL there is 24/7 monitoring thanks to IX.Web. the monitoring has been completely adapted special for the control room.

SECURITY MANAGEMENT SYSTEM

Thanks to the user friendly security management system, PostNL has 24/7 view on all its locations throughout the Netherlands

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DARING TO PUSH BACK

Kleiberg and Jongenelis wax lyrical about their collaboration with Beveco. 'Even though we are the client, they dare to push back. It was never a question of "your wish is my command" or "customer is king". Beveco is a serious partner in this business, one that is happy to share its opinions. Not only did they share ideas with us; they also took our partners into account,' Jongenelis begins. Kleiberg adds: 'We appreciate the fact that Beveco is reachable. There is always someone there willing to listen, and if there is a problem, the developers and programmers drop just about everything to help us. What a difference, according to them, compared to how it can be when you deal with other large businesses. They're particularly impressed by the speed and their solution-oriented attitude. 'Like ticket systems in which you create a ticket and then have to wait days for a response. It's systems like that that get our backs up. If we call Beveco, someone gets back to us the same day.'

Kleiberg and Jongenelis don't have to ponder for very long to come up with an answer to the question of what Beveco can do to improve its services. 'They must carry on doing what they already do. Their flexibility, service, service-oriented attitude, know-how and customer friendliness make our lives a whole lot easier. We didn't really have any experience of this kind of project. So it was great that Beveco could steer us in the right direction. It meant that we now have a smooth-running, time-saving system that works for everyone.'

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CASE STUDY POSTNL

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18-08-2022

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