# bpost – the Belgian Postbank

*From fire-fighting to well-oiled operations*

## Your Challenges

- No SWIFT knowledge
- SWIFT administrator no longer works in the institution
- No access to backup and test systems
- Critical period: Liberalisation of European postal services in 2011

## Our Solution

- Initial fire fighting: re-installation of backup and test systems
- Technical audit to analyse areas for improvement
- Implementation of recommendations
- Training (standard & hands-on)
- Operational review of payments processing

## Your Benefits

- Quick and cost effective solution to resolve critical issues

bpost

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## *From fire-fighting to well-oiled operations*

*bpost is a modern, efficient postal company with a network of 670 post offices and 670 PostPoints providing the universal service in Belgium, and delivering around 10 million letters and 100,000 parcels on a daily basis. At the same time bpost also acts as the Bank of the Belgian government handiing transactions for pension/social security payments, remittances of government employees, money market operations etc.*

## Storyboard

bpost contacted SWIFT as their SWIFT administrator had left the company, leaving them without an operational backup or test environment. They had no in-house SWIFT expertise to resolve the issue themselves.
At the same time, they had to prepare for a significant staff reduction within the bpost payments operations team and were looking to improve the high number of manual processes. They also wanted to align their banking operations with market practices but most of their staff did not have any experience within the financial industry. All the above happened in 2011, which was a very critical period for bpost due to the liberalisation of European postal services.

SWIFT conducted a technical audit of the b-post infrastructure and provided recommendations in line with best practices. Based on this analysis, SWIFT designed the architecture of the solution and implemented it. SWIFT also provided Training services to increase bpost in-house expertise.
For the payment operations part, SWIFT conducted a review of bpost's operational processes highlighting automation levels, duplicate processes, areas of operational risk, integration level between systems used and many other gaps with market best practices.

SWIFT delivered bpost with an end-to end project to bring their SWIFT infrastructure back in an operational state, improve their resiliency and provide a clear action plan to align their payment processes with  best practices. It was a **quick and cost effective solution**.