



Point of Sale for Post Office

Current Business Scenario

- Post Office has Multiple Services currently managing through Various Individual Small Applications Solutions for which it has Developed Various Multiple Solutions and Small Applications
- Delayed & Lack of Tracking of Service Delivery Executives is Majorly Affecting the Customers
- Time Consuming, Manual Operational Processes also Associated with Huge Paperwork
- No Analytics of Financials, Counter Executive's Performance, Sales Per Branch, Sales Per Service Category, Etc.

Key Challenges

- To Interface Multiple Applications into One Single Application
- Unavailability of "One Single Application" for All Services Deliveries
- Tracking of Branch-Wise and Service-Wise Revenue
- To Provide Best-In-Class Customer Service
- Modernize & Consolidate the Network
- Effectively Plan, Develop & Strategize Financial Services
- Growth of Existing Business & Professional Services
- Track Details of Services by Region & Generate Financial Statements
- Easy Communication & Status Updates

Solution Offered

- Centralized Solution for Head Office and all Branch Offices
- Branch-Wise Login & Access Authority
- Option to Personalize and Configure System Rules
- Create Zones/Regions with Fixed Charges for Applicable Services
- Postage Calculator, Integrated with Third-Party Applications and Hardware for Financial Services
- Multiple Payment Modes (Card/Cash)
- Quick & Easy Customer Creation on Real-Time Billing
- Effectively Track Daily Income
- Easy-to-Add/Remove Services from Billing Counters
- Multilingual, currently available in English & Arabic

Benefits

- Faster Service Delivery
- Less-to-No Manual Paperwork Processes
- Improved Customer Experience at counters with Utmost Customer Satisfaction
- Track Revenue, Deliveries, Paid & Non-Paid Services by Branch-Wise, Location-Wise or Region-Wise
- Analytical Dashboards to Get Insight of the Business-as-a-Whole