



Customer Success Story

Poste Italiane Rome, Italy

Posteitaliane

Package Delivery is Just One of Many Services Provided by Poste Italiane



Supervision System at Poste Italiane

“This project was a very important milestone for Poste Italiane, as it completely changed the philosophy of how we operate.”

Poste Italiane

Project Summary

Poste Italiane achieved critical objectives with ICONICS’ solutions:

- Real-time Information Access
- New Customer Services
- Processing Cost Reduction

In coordination with the system integrator, Eltag S.p.A., and the distributor, Digipoint, the solutions have been deployed in stages across all 23 facilities.

Key Features

The project focused on operational capabilities of the postal infrastructure to improve the following business functions:

- Plant Supervision, Monitoring and Control
- Monitoring of Production Progress
- Support to Plant Management
- Tracking of Flows Within Sorting Center
- Data Collection from Field Systems
- Integration with Administrative Systems

Benefits of the System

The key benefits derived from the solution include:

- Complete end-to-end value chain integration between production- and enterprise-level information.

About Poste Italiane

Poste Italiane is the national postal system of Italy which processes over 7 billion pieces of mail in sorting centers, operates thousands of post offices and manages thousands of employees.

ICONICS Software Deployed

Poste Italiane selected ICONIC GENESIS32™ OPC Web-enabled HMI/SCADA suite including GraphWorX™32, TrendWorX™32, AlarmWorX™32, and DataWorX™32. Also chosen was the BizViz manufacturing intelligence and business visualization suite, including PortalWorX™, ReportWorX™, BridgeWorX™, and MobileHMI™.

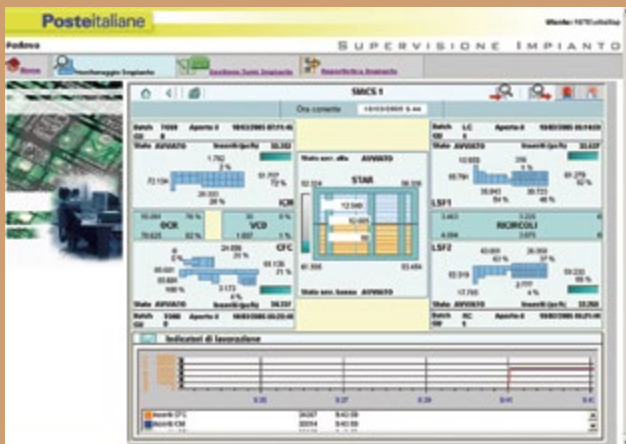
- Access to real-time information, which empowers employees and managers to operate and collaborate at higher performance levels.
- Enabling decision makers to make better decisions and react faster to unexpected situations.
- Powerful integration capabilities in connecting to and leveraging information from several diverse data sources such as sorting, address recognition, material handling tracking, weighing and packaging, financial, and production planning systems.
- Unmatched connectivity, flexibility, and visualization.

Additional value was realized by integrating this real-time manufacturing intelligence solution with various

- Automated and on-demand reporting capabilities with advanced analytic functions.

Conclusion

Started in 2004, the project is being gradually rolled out to all 23 sorting centers. The level of business process automation is steadily increasing from the original 40% to the target of over 85%. The critical success factors include close cooperation with the customer and fast deployment with the local system integrator.



System Start Monitoring at Poste Italiane



Plant Monitoring with Capacity Diagram

modules for entire value chain optimization. The solution is integrated with SAP (PP/DS, EM, BW-SEM, SD&LES), RFID systems and legacy systems. The project has been a major undertaking, in terms of scope and innovation achieved, that Poste Italiane has pursued for the last few years.

ICONICS' BizViz uniquely addressed very stringent visualization and connectivity requirements to deliver:

- Personalized role-based dashboards with relevant content from various systems in an intuitive framework.
- Configurable Key Performance Indicators for real-time performance tracking against set targets.

Solutions Highlighted

PortalWorX
Real-Time Collaboration and Visualization Dashboard

MobileHMI
Instant KPI and Alerts for Mobile Devices

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