

## Poste Italiane: Increasing the Transparency of IT Operations to Serve Customers Better with SAP® ActiveEmbedded

From mailing a package to opening a bank account, over 30 million Italians rely on Poste Italiane. As a key player in the country's economic success, the company is dedicated to continuous modernization to make products and services ever more convenient and accessible. To achieve this, business users at Poste Italiane count on the IT department to keep systems running smoothly.

When Poste Italiane deployed the SAP® Customer Relationship Management application, it turned to the SAP Active Global Support organization and SAP ActiveEmbedded services to help ensure business continuity. With the SAP Solution Manager application management solution, IT can monitor the performance of millions of transactions each year. When issues arise, it can quickly react for a fast resolution, making sure that customers – and business users – stay happy.



**Posteitaliane**

# IT Operations at Poste Italiane delivers

## Better business support with help from SAP® AGS

### Objectives

- Modernize to improve brand reputation and customer satisfaction through innovative services
- Improve transparency and accelerate fault detection for key business processes
- Establish, measure, and monitor key performance indicators (KPIs) for process improvement

### Resolution

- Chose the SAP Solution Manager application management solution and utilized SAP ActiveEmbedded services
- Implemented technical dashboards to report on process times for customer transactions in the SAP® Customer Relationship Management application
- Established an operations control center accessible through the Web for early problem detection and fast incident reporting

### Benefits

- Flexible, user-friendly interface of SAP Solution Manager with access on any device
- Operational improvement and the goal to “Run SAP Like a Factory” made possible by SAP ActiveEmbedded
- Dashboards showing synthetic information on values and trends
- Graphical output of requested KPIs and information within predefined time frames, showing applicable thresholds
- Verification of KPIs against service-level agreements between the business and IT
- Faster fault detection and correction, enabling proper contract closure
- Faster information access, saving time for and increasing productivity of the IT operations team

### Future plans

Enrichment of service monitoring through new dashboards



### Company

Poste Italiane S.p.A.

### Headquarters

Rome, Italy

### Industry

Public sector

### Products and Services

Postal and banking services

### Employees

140,000

### Revenue

€26.27 billion

### Web Site

[www.poste.it](http://www.poste.it)

### Partner

SAP Active Global Support (SAP AGS) organization

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“The SAP Active Global Support organization has helped us increase the transparency of IT Operations for key business processes. We can quickly see when issues arise and can measure our performance with detailed dashboards from SAP Solution Manager. With SAP, we are serving our customers better.”

Paolo Di Martino, Sistemi Informativi, Service Operations Manager, Poste Italiane S.p.A.

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