



## 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

### About Poste Italiane

Poste Italiane represents a 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™, TrendWorX™, AlarmWorX™, and DataWorX™. Also chosen was the BizViz manufacturing intelligence and business visualization suite, including PortalWorX™, ReportWorX™, BridgeWorX™, and MobileHMI™.

*“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, Elsasg 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

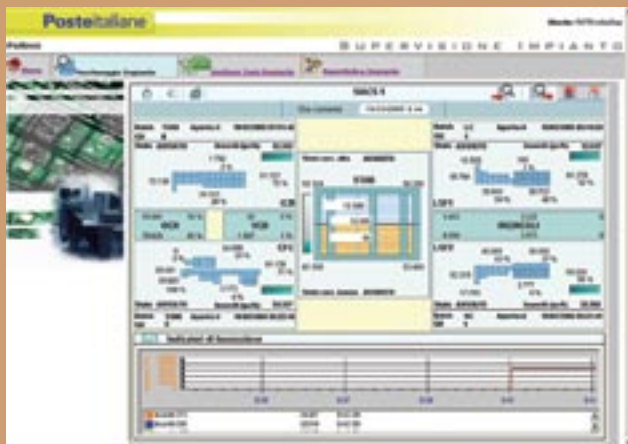
The key benefits derived from the solution include:

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

- 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.
- 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

- Unmatched connectivity, flexibility, and visualization.

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

### Product Highlight

# PortalWorX™

**PortalWorX** PortalWorX™ allows users to easily create and manage custom manufacturing and business portals and visualization dashboards that provide single sign-on and collaboration for the optimization of key performance indicators (KPI).