



Serbian Post: S&T Serbia implements SAP

The customer

By virtue of its two century long tradition, and with more than 15,000 employees as well as coverage of 36 cities, the Serbian Post is a public operator providing universal accessibility to core services across the country. Its sheer size, volume of activity and wide range of products and services make the Serbian Post Office a highly complex organization.

The challenge

With the aim of improving its market performance in the face of steadily increasing competition, the Postal Service PTT Communications „Srbija“ initiated a program for the development and innovation of existing services and the introduction of new commercial services, including modernizing infrastructure as well as improving business applications. An important step in this process was becoming the first Postal Service in the Balkans to have designed its organization around a SAP solution.

The level of complexity of the Serbian Post spurred the search for an IT solution that would support the organization in handling its strategic processes. In order to answer the Serbian Post's needs, SAP modules for Finance, Controlling, Materials Management and Investment Management were imple-

mented. Though SAP implies centralization, the team of S&T consultants ensured that each working unit would control its respective payments, thus keeping the system distributed - which represented the greatest challenge for S&T Serbia.

The project

The first successfully completed SAP implementation project in a public enterprise in Serbia was the undertaking recently realized by the team of Serbian Post experts together with the system integration partner S&T Serbia, a company with a decade of experience in the implementation of business IT solutions. The order volume amounts to several million euros. In order to sustain existing business and to capitalize on emerging opportunities, the Serbian Post selected S&T Serbia to implement SAP in order to support its enterprise-wide business transformation strategy aimed at improving its delivery quality and thus increasing revenue. After setting up the technological infrastructure, the Serbian Post Office's executives found SAP and S&T to offer the solution best tailored to meet its business process requirements.

Benefit to the customer

- efficient and successful implementation
- improved decision making processes
- increased business efficiency and improved market performance



“The new solution is implemented throughout the Postal Service infrastructure, down to the clerk-desks. As an illustration of the benefits - previously, all the data concerning incomes arising from payments made for postal services was recorded by the officers and entered afterwards into the computer system. The S&T developed system will enable this data to be recorded automatically, as well as making it available across the information system. The implementation doesn't affect the officers' daily work directly, but allows more effective business analysis, which provides a solid basis for better decision making.”

Dragan Maleševi, Project Leader for the SAP ERP software implementation and Budget Department Director at PTT Srbija

S&T Serbia

S&T Serbia is one of the Top 3 IT systems integrators in the country, and is the first international IT company established with 100% foreign capital. S&T Serbia was founded in 1996 (as S&T Yugoslavia) as a part of S&T AG, whose central office is in Vienna. With approximately 93 employees S&T Serbia focuses on large and mid-sized, national and multinational companies in projects spanning the complete range of IT services: consulting, designing, implementation, integration, maintenance and permanent (24/7) customer support. S&T Serbia's success is based on a one decade experience and continuous development since its inception.

S&T Serbia belongs to the S&T Group, which with more than 3,100 employees and Euro 522,2 million in sales in 2007, is the leading provider of IT consulting, IT solutions and IT services to customers in Central and Eastern Europe, the DACH region (Germany-Austria-Switzerland), Japan and China. Counting around 70 branch offices in 22 countries, the Group has established a successful presence.

Belgrade - Novi Sad

Head Office: S&T Serbia d.o.o., Narodnih heroja 43/XXIII, 11070 Belgrade, Serbia, Phone: +381 11 311 6221, Fax: +381 11 311 7665, E-mail: info@snt.rs