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Postal service speeds delivery, reduces cost with Knox Manage

Samsung solution helps Kazpost digitally transform operations with enhanced control over postal workers' smartphones.

Challenge

Kazpost, the national postal service of Kazakhstan, wanted to move from paper to more efficient, digital processes to improve mail delivery and cut costs. The workers received smartphones to access company applications in the field, but this brought new challenges that hurt productivity: lengthy installation and configuration processes, inability to locate and lock lost devices, and excessive personal use of phones.

Solution

Kazpost deployed an end-to-end Samsung solution, which included the Samsung Knox Manage enterprise mobility management (EMM) solution and Samsung Galaxy phones. Knox Manage provides a central console so that IT can deliver simultaneous updates and changes remotely, monitor and track devices, plus restrict device use.

Results

With the help of Knox Manage, Kazpost can more effectively streamline mail and parcel delivery, leaving paper-based processes behind. Kazpost worker smartphones are configured and managed remotely, which saves time, reduces security risks, improves productivity, and cuts costs. Kazpost has realized significant annual savings from its smartphone initiative and customers receive deliveries much faster.

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> " Mobile apps were one of our best solutions for modernizing...delivery. We needed a way to update remotely and control the phones to save everyone time and minimize our risks. "

Bakhtiyar Mukhametkaliyev
Executive director for IT infrastructure
Kazpost JSC

Challenge
Unmanaged phones increase IT costs, security risks and hamper productivity.

Kazpost is the national postal service of Kazakhstan with more than 22,000 employees, providing mail and package delivery, business solutions such as logistics, and financial services. In 2015, after the country's online shopping activity doubled compared to previous years, Kazpost started to digitally transform operations.

The company's goal was to improve costly paper-based processes that delayed deliveries by a full day and introduced errors. Traditionally, delivery personnel tracked all data manually, such as recipient information, weight, dimensions, and delivery completion. Later, someone entered that data into corporate systems. Kazpost IT purchased smartphones and built mobile apps that allowed delivery workers to quickly scan package barcodes to populate fields in the app and also enter new data to confirm deliveries, such as the recipient's ID.

Managing the phones, however, created new issues. Employees had to set up and configure the phones themselves, a challenging process that required heavy IT support. IT had to physically collect devices from postal workers across the country to install updates. When postal workers misplaced their phones, there was no way to lock or locate them. This resulted in unnecessary replacement costs and the potential loss of sensitive data. Employees' regular use of personal applications and websites on the phones drained phone batteries and distracted workers from completing scheduled deliveries.

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Solution
Knox Manage improves and simplifies device management

To get the mobile phone situation under control, Kazpost teamed with Samsung, deploying the Samsung Knox Manage enterprise mobility management (EMM) solution to support Samsung Galaxy phones. With Knox Manage, Kazpost now can streamline user setup, deliver updates and changes remotely, monitor and track devices, plus restrict usage across more than 6,000 phones used by postal delivery workers.

Out-of-the-box setup, streamlined updates. Samsung Knox Manage gives Kazpost IT the ability to preconfigure phones with all the necessary applications and settings so that phones are ready to go, out of the box. Knox Mobile Enrollment automatically loads and registers the devices with Knox Manage, enabling Kazpost security policies upon phone activation. Employees need only to power on the phones and get to work, saving them and the IT department time and hassle. Once the phones are in use, IT can use the Knox Manage console to simultaneously update, remove, or add applications, deactivate or activate devices, and restrict the applications that employees can download.

Device tracking and wiping. When a worker reports a misplaced phone, an IT administrator can use Knox Manage to quickly locate and lock or wipe the device, preventing unauthorized access to data and applications. Another useful feature is the ability to apply a new device profile with more strict policies to a lost device—for instance, blocking access to the corporate network. Any device that IT finds can be prepared for re-use quickly because the device remains under control and enrolled in the system, even after a factory reset.

With Knox Manage, managers can also choose to monitor the location of postal workers during delivery hours.

Compliance controls. Digital transformation can help an organization be more efficient, yet one risk is exceeding wireless contract caps, resulting in higher fees for overuse. Knox Manage enables IT to restrict non-work use of phones to save battery life and control data costs. At the same time, the solution allows for some personal use. Kazpost uses Knox Manage to offer approved apps from Google Play store.

KAZPOST AND KNOX MANAGE

Here are the key ways that Kazpost uses the Knox Manage solution to maximize control over devices.

- Install and update apps in the background, prevent uninstallation
- Manage app blacklist and whitelist
- Remotely lock and wipe device or container
- Monitor device location periodically
- Dynamically update policy profile and device command for a specific device group

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Results
Kazpost saves money, reduces risk, and improves worker productivity

The Samsung end-to-end solution has helped Kazpost digitally transform its core business, enhancing its services and reducing its costs. Kazpost is well on its way to achieving the benefits of a modern, digital organization capable of supporting the growing trend toward online shopping and associated customer expectations for on-time deliveries.

Cost savings from improved phone management and digitization. Kazpost is realizing significant annual savings now that IT no longer spends hours configuring phones and updating applications. Eliminating paper and manual processes in the mail delivery process results in more savings. Kazpost is minimizing device replacement costs with the ability to locate and recover lost or stolen devices.

Always updated and secure devices. By using Knox Manage cloud-based services to update and manage the devices, IT delivers standardized installations and configurations. All users receive application updates and patches as soon as they are available. And thanks to the ability to quickly locate and wipe a lost device, the risk of data loss and theft is much lower.

More productive workers and faster delivery. Since implementing the Samsung solution, Kazpost has cut delivery time in half for most deliveries. The ability to monitor workers' locations helps Kazpost track and measure worker productivity. Electronically documenting and tracking deliveries eliminates laborious paper forms. And with Knox Manage's device restriction features, managers can prevent workers downloading unwanted apps that distract workers and waste battery life. "We're now seeing the full intended benefits of giving our remote workers smartphones," says Mukhametkaliyev. "The Samsung solution helps us focus on our goals—to speed mail and package delivery and reduce costs."

Like other national postal services that have started the digital transformation process, Kazpost wants to keep pace with a shifting landscape and find new ways to add value with technology. In the near future, for example, Kazpost plans to implement a mobile application to manage the delivery of pension payments, which is now a time-consuming paper-based process vulnerable to fraud.

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Executive director for IT infrastructure
Kazpost JSC

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For more information

For more information about Samsung Knox Manage, visit:
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