Production control platform
Accenture vision for production control in the postal industry is to improve end-to-end operational performance by reducing workforce costs and improving resourced utilisation.

Accenture’s Production Control Platform will enable you to achieve this across your whole network by using the latest advanced analytics to combine improved forecasting accuracy with automated optimised planning.

Accenture’s platform was built using a selection of proven off-the-shelf products. Its preconfigured functional modules can be tailored to fit your specific requirements.

We will use rapid prototyping to configure our platform quickly to fit your business needs. The modules are independent, so they can scale up and stay flexible.

You’ll also be able to look at both the whole network or one facility simultaneously.

So how will it help with the challenges you face? The postal environment is complex and changing at an accelerated pace.

Parcels and online shopping are growing and the competition is getting tougher.

It is becoming more important than ever before to accurately predict volumes and to make the delivery process as efficient as possible.

Today, you are constrained by poor forecasting and a partial ability to plan capacity. You have a limited analytics capability to make sense of what has happened, and to support decision making as you look forward.

We know that your business capable of becoming much more than spreadsheets could ever tell you.

If the market is constantly changing, shouldn’t our methods of gaining insight and the way we analyze our data keep pace with those changes too? What if you could capture and make use of the richness of all relevant operational data that underpins your business?
What if there was a way to across the whole network, understand the impact of events and management decisions, and gain realistic insights across multiple future scenarios?

What if you could experiment and zoom in with speed to understand the likely outcomes before you have the make a decision, and to have the comfort of knowing you considered all angles and made the right decision?

What if your operational planners and mail centre or delivery office managers have this accuracy and control at the heart of your business. Like a control tower to create forecasts, optimize your capacity planning, or dynamically roster and schedule workforce activities. Providing visibility and improve certainty to help you deliver on your targets, while managing down temporary agency staff and overtime.

Well, it is here. It is called “prescriptive simulation” and it will help posts to make better decisions and make them faster, while understanding the impacts on both the individual facility and the whole network.

Combined with Accenture rostering and scheduling module, plans are converted into optimized rostering decisions and activity allocations with real people, helping you to clear everyday with just the right amount people.

Imagine if your operational planners could accurately plan for unforeseen disruptions like snow. Let’s listen into a call between the central planner and a mail centre manager.

“The last time the snow was as bad as this, we were reactive and relied on our experience to get through. Now, we have the data at our finger tips, and could get a single view of all resources across the network. A couple of days ago, when we saw the severe weather warning and decided the close the mail centre due to the high probability of an abnormal snow fall in the area, the system worked everything out for us really quickly. We were able to be proactive and reallocate volumes to other centres. That helped us reduce operational costs through efficient resourcing to workload.”
“The good thing was that I had time to plan for additional volume and got more staff in to cover which meant that not only did we meet quality of service targets, that also got staff utilization exactly right. Everybody went home on time yesterday, despite the snow.”

This positive ending was due to the fact the team was able to:
Create accurate forecasts
Match capacity to forecasts
Optimise network and single facilities
Make all traffic transparent
And…
Optimize on costs, workload efficiency and SLA’s.

Accenture’s production control platform delivers this capability. Which makes it the right product to help your operation become more efficient.

Our strong delivery track record at 39 postal organisations where we understand the business and IT environment qualifies us as a safe pair of hands to deliver such an important program.