For more information about other Microsoft customer successes, please visit: [www.microsoft.com/casestudies](http://www.microsoft.com/casestudies)

**Customer:** Saudi Post

**Web Site:** [www.sp.com.sa](http://www.sp.com.sa)

**Customer Size:** 11,000 employees

**Country or Region:** Saudi Arabia

**Industry:** Government—Postal agencies

Customer Profile

Founded in 1961, Saudi Post is the official postal service operator of Saudi Arabia. The company covers all the cities and villages in Saudi Arabia and processes 900 million mail items each year.

Software and Services

* Microsoft Server Product Portfolio
* Microsoft BizTalk Server 2006 R2
* Microsoft SQL Server 2008 R2 Enterprise
* Services
* Microsoft Services

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| Microsoft Server Product Portfolio  Customer Solution Case Study |
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|  | logo-sp.jpg |  | Server HeaderSaudi Postal Service Gains Control of Integration Load |
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“BizTalk Server 2006 R2 gives us the integration we need to work with the Universal Postal Union electronic system, which means we can manage transactions and postal deliveries much better.”

Abdullah Qashaish, General Manager of IT and Communication, Saudi Post

Government-owned Saudi Post provides postal services for all of Saudi Arabia. The organization wanted to cut costs, gain more control of its postal tracking integration systems, and integrate its e-services with government electronic data interchange (EDI) systems. After deploying a new integration solution based on Microsoft BizTalk Server 2006 R2, the agency has improved data integration efficiency and can save millions in outsourcing costs. Saudi Post received better control over system availability, and its new solution can integrate more easily with the EDI systems.

Business Needs

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Based in Riyadh, Saudi Arabia, the Saudi Post Corporation is the official postal operator for Saudi Arabia. A government-operated system, Saudi Post handles and processes all of the country’s mail and maintains a network of 550+ primary and branch post offices.

The Saudi Post IT department provides a range of online e-services to customers, including applications for tracking packages online, validating addresses, and displaying billing information. Customers rely on these services to provide accurate personal data and ensure that their mail reaches the right location on time. “We consider them to be mission-critical services, so we need to keep them available around the clock,” says Abdullah Qashaish, General Manager of IT and Communication, Saudi Post.

Saudi Post also needs to comply with the Electronic Data Interchange (EDI) regulations set by the Universal Postal Union (UPU), a United Nations–run postal policy organization. Any mail sent outside Saudi Arabia must go through the UPU EDI system, to be processed by the receiving country. “We need to integrate our systems with the UPU, not only for compliance but also to better manage and track delivery of postal items, so we outsourced the integration with UPU to a Saudi-based technology partner that used unfamiliar technology to us” says Waheed Busaeed, e-Business Manager, Saudi Post.

Because Saudi Post wanted to take over management of its integration systems and run its own integration solution, Saudi Post decided to implement a new technology solution in late 2010.

Solution

Saudi Post decided to base its new system, on Microsoft technology. “We have an extensive Microsoft IT infrastructure already in place, and we wanted to find a Microsoft solution to build on that,” says Qashaish.

Saudi Post turned to Microsoft Services for assistance in building an architectural framework. “We needed their expertise in streamlining the development and creation of the solution, and we also relied on them for best practices.” Busaeed says.

Beginning in May 2010, Microsoft Services created an architectural framework based on Microsoft BizTalk Server 2006 R2, an integration and connectivity solution that integrates with different technologies and serves as a middleware between multiple services. Saudi Post used that framework to develop a new electronic integration system and payment gateway solution. The solution uses BizTalk Server 2006 as the integration layer to connect to the UPU EDI system.

The company also uses the payment gateway solution to connect to banks around the country. The solution, implemented in July 2010, employs Microsoft SQL Server 2008 R2 Enterprise data management software as its database technology.

Benefits

Since deploying the solution, Saudi Post has improved its integration system administration and efficiency. The organization has also increased system availability and achieved better integration with other technologies.

**Improves IT Efficiency**

With its new solution, Saudi Post no longer needs to outsource the management of its IT systems. “We have full control over our integration infrastructure now, and we can fully manage existing integration functions and develop new ones as needed,” says Busaeed. “As a result, we are more efficient as a department. We can also go to Microsoft for support, which gives us more confidence than we had before.”

**Increases Availability**

Having full control over integration administration means that Saudi Post is less concerned about the availability of the outsourcing vendor's systems. “Previously, our outsourcing management company would not notify us right away if there was a service interruption,” Qashaish says. “Now, we can see interruptions as they happen and address them immediately. And as result of that, we have much more confidence overall in the availability of our e-services.”

**Provides Better Integration**

Now, Saudi Post can integrate effortlessly with UPU technologies. “Microsoft BizTalk Server 2006 R2 gives us the integration we need to work with the Universal Postal Union electronic system, which means we can manage transactions and postal deliveries much better,” says Qashaish.

Saudi Post can also deploy new e-services faster than before. Now, if the company needs to introduce a new protocol with UPU or enhance an existing one, it can handle those tasks itself. As a result, Saudi Post no longer needs to use an outsourcing company, which was time-consuming and costly.