



What our customers say about us ...

GeoPost selects Cyberstation® for its operators

In 2003 mail services leader GeoPost sought a way to allow its customers to more easily manage their shipments. The company turned to Neopost Logistics Systems, installing its online shipping system, Cyberstation®, at GeoPost operators Chronopost International, DPD, Tat Express, and ColiPoste. Chronopost International's ChronoShip Online service was subsequently the first to utilize Cyberstation®.

Cyberstation® enables GeoPost's operators' customers to prepare shipments, print corresponding waybills and manage address books directly from their computers. The system checks postcodes and cities in 14 European countries and enables multiple users within multi-site organizations to manage their shipments through the GeoPost operator network.

Each shipper has direct access to its operator's Track&Trace database, where they can track shipments and view delivery proofs and archived shipments. Neopost's Cyberstation® helps GeoPost manage tens of millions of parcels a year.

"All the shippers need is access to the Internet and a printer so they can prepare their shipments without leaving their desks," said Jean-Paul Coucault, GeoPost IT Manager. "With our new system, all of our customers will have an electronic shipping solution that is easier to use, more reliable and entirely controllable."

The online system will boost the company's future development by improving customer access to GeoPost services, not to mention maximizing productivity and cost savings, added Coucault.

"As the number of parcels provided with electronic consignment notes increases, the cost of recording customer shipments will decrease, as will the IT and technical support costs," Coucault said.

"Neopost is very innovative when it comes to applying Internet technology to parcel shipment management systems," said Jérôme Lievre, Neopost Logistics Systems' Managing Director. "Signing a contract with one of Europe's largest carriers is a perfect example of Neopost's success in this area."

Coucault added, "After carefully evaluating different solutions to improve our systems and customer offer, we chose to work with Neopost because of the availability of its teams and the performance, enhancement potential and reliability of its Cyberstation® system."



PARCELFORCE WORLDWIDE

Interview with Nigel Arkwright, IT Manager at Parcelforce Worldwide, the parcel division of Royal Mail.

Nigel, you have been using our online shipment entry solution, Cyberstation®, since January 2004. Can you provide us with some figures?

We had never used an online solution until we bought Cyberstation® at the end of 2003. We thought we'd use it primarily for our occasional customers until we noticed that our installed base loved it and that its technology and user-friendliness enabled us to attract new customers. We currently have 8,400 registered shippers, 3,500 of which use the solution every month. One-third of our shipments are processed from Cyberstation®, which represents more than 30,000 shipments per day or 678,000 per month.

The figures are impressive. How do you explain this success?

I think it's because we rode the Internet wave in the UK when ADSL and broadband technologies were establishing themselves. We seem to have successfully introduced a user-friendly solution that our customers quickly took to.

Did the solution enable you to acquire new customers?

Yes, particularly occasional customers and private individuals who manage their shipments online. Today, more than 10,000 shipments a month are paid for by credit card, and this number continues to increase strongly each month.

What are your wishes for the future?

We would like to offer more personalized services, such as identifying the country in which a connection originates. We'd also like to offer specific services and develop debit card payments.

What do you think of Neopost Logistics Systems?

We have a real partnership. Neopost Logistics Systems are serious and responsive. Cyberstation® is an excellent product—it's reliable and powerful.

