

EXIGEN[®] SERVICES: CASE STUDY

PAYMENT PROCESSING AND
RETAIL SALES SYSTEM FOR
THE LATVIAN POSTAL SERVICE



ABOUT THE LATVIAN POSTAL SERVICE

The Latvian Postal Service (Latvijas Pasts) provides mail service to individuals, businesses, and government entities throughout the Northern European country of Latvia, with a population of nearly 2.5 million. In addition to traditional post office services, the Latvian Postal Service provides a wide range of value-added services. Today, customers can pay their utility bills, subscribe to press publications, and purchase cards and stationery at post offices nationwide. Approximately 6,300 employees serve customers at 700 post offices throughout the country.

BUSINESS CHALLENGE

In order to diversify its services, improve office utilization, and increase revenue, the Latvian Postal Service decided to add payment processing and retail sales to its business package. This created the demand for a new sales system to be operated by postal workers. System requirements included convenience, user-friendliness, and support for a wide variety of transactions.

SOLUTION DELIVERED

Exigen[®] Services (formerly DATI) developed and implemented the integrated sales solution named EGLE, which first went into operation in 2005 and supports the following:

- ▶ Registering all operations carried out at post offices
- ▶ Supporting transactions such as stamp and phone card sales, bill payments, and newspaper and magazine subscriptions
- ▶ Generating financial reports and data analyses

The solution, based on a touch-screen application with intuitive icons, is extremely user friendly, thus significantly reducing the need to train staff. To increase the speed of transactions, EGLE supports scanning bar codes on utility bills and the use of swipe-card slots for credit card transactions. EGLE is cost effective, as it runs locally on a Windows XP work station, and there are no requirements for additional commercial software.

Currently, the majority of Latvian Postal Service annual revenues of \$100 million are processed through EGLE. More than 1,000 users of the system process over 5,000 transactions per month each, for a total of more than 5 million transactions.

IMPACT ON BUSINESS

Thanks to the EGLE solution, the Latvian Postal Service now enjoys increased productivity and reduced sales costs. The project has been ongoing since 2004. Exigen Services continues to enhance and maintain the EGLE solution.



TECHNOLOGY

The technologies used in this project included C#, C++, Windows XP, Microsoft .NET Framework 1.1, Microsoft .NET Framework 2.0, Microsoft SQL Server (MSDE), Microsoft SQL Server 2000, Microsoft SQL Server 2005, Microsoft SQL Server 2005 Express Edition, and IBM DB2.

ABOUT EXIGEN® SERVICES

Exigen Services is the leading application outsourcing services provider, and combines world class skills, recognized expertise in development methodologies, and industry experience to reduce risks, lower costs and deliver results. Exigen Services has pioneered a new approach to global application outsourcing, Outsourcing 2.0 that includes commercial terms that optimize financial alignment between client and vendor. As a result, Exigen Services makes IT outsourcing a much easier and more beneficial undertaking for global enterprises.

Since 2000, Exigen Services has been the global leader in the use of distributed Agile methods for rapid and precise systems development throughout the banking/ insurance/ brokerage, healthcare, telecommunications, government and media industries. Exigen Services has achieved high honors in a variety of independent lists and rankings, including *Brown & Wilson Black Book of Outsourcing* in 2008, *Global Services 100* in 2009, *Inc Magazine's 2008 Inc5000* and is a top 10 provider of both outsourced product development and human capital development. Clients range from mid-sized growth companies to Fortune 500 organizations including Sun Microsystems, CSC, Universal Music Group, Standard & Poor's, T-Mobile, Westpac Bank and many others.

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