USPS Creates Customer Centric Delivery

The Problem

With a rise in competition, The United States Postal Service's (USPS) need for innovation was clear. To compete USPS realized it had to provide top of the line product tracking to its customers. To do so, it would have to replace its legacy tracking system and take package tracking online.

The largest weakness of the legacy system was complex business logic buried in code. Changing this logic was difficult, time consuming, and risky. USPS new system would have to account for frequently changing business logic.

The Solution

BP3 implemented a business rules application. The application embodies more than 1,300 business rules. These business rules convert scan data from the many IOT devices into a customer-readable description.

The Results

On average, the system can produce a tracking description within 15 milliseconds. USPS now has the flexibility to improve their system as they add new products, services and enhancements. Millions of tracking requests are processed daily. In 2014 alone there were 317 million visitors to the tracking website. In 2015 the mobile website received over 77 million visitors, while the app collected more than 1.7 million downloads.

The Customer

United States Postal Service

Industry: Mailing

# of Locations: 31,606

# of Employees: 559,247

Country: U.S.

Annual Revenue: 68.8 Billion (2015)

Products Used: IBM Operation Decision Manager (IBM ODM)

ABOUT BP3: BP3 provides business process, decision management, and analytics software and services to the Global 500. Since 2007, BP3's Brazos Platform has powered thousands of digital transformations for our customers. BP3's blend of solutions and services have revamped customer experiences in the Financial Services, Retail, Healthcare, and Energy sectors. BP3 goes beyond analytics by embedding insights into workflows; connecting the dots between the customer experience and the enterprise to actually address the problems. The largest corporations in the world depend on BP3's operational services, including: 24/7 solution support, process optimization, migration assistance, and cloud management. BP3 is recognized by Fortune magazine and The Austin Business Journal as a best place to work, and is the recipient of numerous growth and innovation awards. A fast growing company headquartered in Austin, Texas with offices in London, Amsterdam, and Copenhagen covering customers worldwide. For more information, please visit www.bp-3.com.