



Posti is a versatile, modern, and international logistics company with nearly 400 years of experience. Today, the company connects people and companies with postal services, parcels, e-commerce, and freight services, in addition to warehouse and logistics across the Nordic and Baltic countries. Posti was early to embrace the power of enterprise AI to accelerate the transformation of its IT landscape and amplify its ability to deliver exceptional services, optimize operations, and strengthen its position as a leading delivery and logistics provider.

In partnership with Infosys, Posti was quick to create an AI-powered efficient and customer centric organization with:

- **Enhanced operational efficiency and observability:** By implementing Infosys' Live Enterprise Application Management Platform with embedded generative AI capabilities, Posti has fully transformed its business process monitoring. The Platform addresses visibility gaps, enabling automated monitoring and AI-based incident triaging. By correlating insights from the Infosys platform with its other platforms, Posti has a comprehensive

and unified view of its entire IT landscape. This has dramatically reduced critical process downtime for the company by over 90%, and helped it shift from reactive to predictive incident management.

- **Proactive IT operations management:** Posti leverages GitHub Copilot to accelerate legacy code comprehension and improve its application lifecycle management. Furthermore, the deployment of Nanoheal, a self-help/self-heal tool, along with a generative AI-powered chatbot, drives proactive resolution of IT incidents across the company. These innovations have also resulted in reduced support call volumes for the organization along with dips of almost 40% in Mean Time to Resolution.
- **Accelerated application development:** GitHub Copilot has significantly increased the pace of Posti's software development lifecycle. The capability has boosted the company's application lifecycle productivity by approximately 35%, accelerating both application development and deployment. This enables Posti to bring new and enhanced services to market faster, strengthening its competitive edge in a fast-changing marketplace.

"As we navigate the next phase of our evolution with enterprise AI, with Infosys, Posti will not only become a leader in the logistics and e-commerce sector, but a true digital frontrunner in the Nordics."

– Petteri Naulapää, CIO and SVP, ICT and Digitalisation, Posti Group