



Swiss Post: Accelerating transformation readiness with tailored advice on integrated tooling

Die Schweizerische Post AG (Swiss Post) is a central part of the Swiss identity. The national postal operator processes around 1.6 billion letters and 185 million parcels a year and offers logistics, freight, communications, and financial services. Its iconic PostBus vehicles convey travelers across the country, from tranquil ski slopes to bustling cities.

Swiss Post wanted to understand how automating, harmonizing, and integrating its IT tools could increase productivity, reduce total cost of ownership, and improve audit-ready governance. With the right guidance, it could prioritize activities, identify a target-state vision, and create a road map to steer the company toward a unified, event-driven, and future-proof integrated toolchain.





Using a transition road map to unify scattered tools, cut manual documentation, and aid automation with an agent-led toolchain

Before: Challenges and opportunities

- Fragmented IT landscape, resulting in parallel activities, varying documentation practices, and limited visibility across processes, architecture, testing, and data
- Potential to increase automation and data-driven optimization in the test landscape, reduce coordination effort, and standardize ownership and data quality
- Need to strengthen traceability and governance structures to better support transformation programs

Why SAP

- Agent-led toolchain, including tools and agents to enable value-driven business transformation, providing an outside-in discovery of the current state to identify gaps, inefficiencies, and integration across domains (process, architecture application lifecycle management, testing, data, and enablement)
- Ability to define minimal viable integrations across SAP Signavio, SAP LeanIX, SAP Cloud ALM, and WalkMe solutions and relevant third-party tools such as those from SAP partner Tricentis
- Authoritative sources of truth and clear governance roles to improve traceability and audit readiness

After: Value-driven results

- Defined a heat-map maturity baseline, obtained detailed findings, and gained clear recommendations by domain that highlight the most impactful improvements
- Developed an 18- to 24-month transition road map with an actionable 90-day pilot and defined quick wins

“The agent-led toolchain provided us with an **outside-in perspective on our toolchain maturity**. It delivered actionable recommendations that enhanced our understanding of tool integration benefits while identifying clear areas for improvement.”

Florent Bally, Lead Architect, SAP Enterprise Services, Die Schweizerische Post AG

>95%

Expected compliance rate

30%–40%

Expected improvement in test automation

50%–70%

Expected reduction in manual documentation



Die Schweizerische Post AG
Bern, Switzerland
www.post.ch

Industry
Public sector

Products and services
Postal operator and logistics,
freight, communications, and
financial group

Employees
45,000

Revenue
CHF 7.63 million
(EUR 8.36 million)

Featured service
Agent-led toolchain

Want to know more?
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