



## Case Study: Supply Chain



# Postal Network Strategy Review and Optimization

Creation of roadmap to facilitate expected future growth and consumer demands.

### PROJECT SUMMARY

#### LOCATION

Asia

#### INDUSTRY

Logistics,  
Freight &  
Parcel

# TMX was engaged to provide the client with a roadmap to accommodate future growth and reduce fixed costs, meeting eCommerce demands.

## Client Challenges

The client was facing sharp decline in letter volume, yet huge increases in packet and parcel volume, causing processing capacity issues.

TMX investigated possible network transformation of mail sortation facilities to accommodate future volume growth and reduce fixed costs.

## Approach

TMX reviewed current processes from end-to-end, and identified tactical and strategic opportunities.

TMX also proposed an alternative network to support growth in eCommerce demand and prepared a compelling business case.



## Solution

TMX generated significant results through the identified tactical and strategic approach, including:

- Delivered a **full-spectrum view of end-to-end network flows**, processing costs, and product growth, putting data at the core of strategic decisions.
- **Unlocked up to SGD\$40M+ annual opex saving, reduction in network footprint by 20%, labor efficiency, and rent optimization** through an **automated** sortation solution.
- **Exposed bottlenecks and potential wins**, activating immediate tactical moves while informing for long-term transformation.
- **Engineered a future network** with scalable, flexible, high-efficiency sortation, maximizing labor with minimal footprint.
- Delivered a bold, **integrated strategy** for handling Letters, Flats, Packets, and Parcels, streamlined for tomorrow's demand.
- Revealed **downstream consolidation opportunities** powered by upstream automation, cutting complexity and cost.
- Built a board-ready, decade-long **transition roadmap**, de-risked and ready for execution.

## Transform your supply chain

TMX Transform is an end-to-end supply chain consultancy, providing expert advice and practical, innovative solutions to businesses globally.