



TNT delivers news to the desktop

TNT provides businesses and consumers worldwide with an extensive range of services for their mail and express delivery needs. TNT uses Netpresenter software since 2001.

“When two business cultures merge, communication is key”

“I am a real techy, so the technical capabilities of Netpresenter appealed to me,” says Edmond ter Riet, Manager Information and Communication Services, Technical Solutions at TNT Head Office. “But eventually it comes down to how you can use it, and how it can improve internal communications. That was why TNT, back then still called TPG, selected Netpresenter.”

“TNT is a merger of two companies: the former Post/ TPG and TNT. When two companies, with their different business cultures, merge, communication is key. Netpresenter has been a very important communication tool during this transition period,” explains Ter Riet.

“The most important news items on every screen, every day”

“Netpresenter’s push technology allows you to deliver the most important news items to the employees’ PC screens on a daily basis. Perhaps even more importantly, they now all see the same news. In direct view, so they cannot claim they did not see it, as can happen with e-mails. Apart from the key news items, we also use the system to bring background information and press releases to the staff’s attention,” Ter Riet states.

“Maybe not the most important factor, but I am also very happy with the visual aspect of the Netpresenter solution. When all screens look alike, screensavers with news items, it looks restful and businesslike. Unlike before,” he continues.

“A marvellously designed software suite”

“We actually discovered Netpresenter through our helpdesk. Back then, we had outsourced the helpdesk to Getronics. They worked with Netpresenter. The fact that the solution looked good, and that the information was updated automatically convinced us to implement the software too when IT started to play an increasingly important role within the organisation,” Ter Riet says. “It is a marvellously designed software suite. I have to admit that we used the very first version of Netpresenter for quite a long time. It is a very easy to work with solution, and initially all the applications we needed were included. Eventually I built a few additional features myself. The beauty was that that did not prove a problem.”



“Intranet, internet and extranet news automatically published as screensaver messages”

Ter Riet: “Now it is no longer necessary to build additional features in-house. We recently upgraded to the latest Netpresenter version. The software has evolved and now offers more features than we use at TNT. Nevertheless I still like to ‘play’ with the software. For example arranging that all screensaver messages are automatically compiled from intranet, internet and extranet news items. We do not have to do anything manually anymore.”

“When we started using Netpresenter, it sometimes proved difficult to get enough information from the organisation for the daily screensaver news items. That is easier nowadays as a lot of the messages are compiled automatically,” Ter Riet continues. “If people want to publish a news item on the screensaver, they simply have to publish it on a certain part of the intranet or website. It is then automatically turned into a RSS newsfeed, which generates a screensaver news item. Slides with the current TNT share prices as well as weather and traffic information are also included in the presentation – all fully automatic.”

“The possibilities are endless”

TNT is currently reviewing whether or not to add team specific information to the screensaver, next to the generic news items. In the future, the company will also use the software to alert its staff when a calamity occurs. “The software designers at Netpresenter add new features before we have even realised there is a need for it. This means the possibilities of the software are still endless for TNT,” concludes Ter Riet.

TNT

TNT provides businesses and consumers worldwide with an extensive range of services for their mail and express delivery needs. TNT is headquartered in the Netherlands, and serves more than 200 countries and employs around 157,000 people

www.tnt.com

Sector

Postal and express delivery services

Challenge

Ensuring all employees see the most important news on a daily basis

Solution

An interactive screensaver with the key news items

Benefits

The (same) news is seen by all. It proved to be a key internal communication tool in the merger process of the former Post/ TPG and TNT organisations. A lot of capabilities and a visually appealing solution.