



➔ Redefining the strategy of the Argentine official postal service company

Context

As a part of the process of bringing together private capital to the public service operations, the official Argentine postal service was concessioned in 1997. The main objectives of the concession were the recovery of the performance of the operation, the concentration of the role of the State as a sectorial regulator and the financial improvement of the postal service.

STRAT Consulting's contribution

In this context, STRAT Consulting assisted the winning partnership of the public bidding process in the business evaluation stage. Consequently, after two years of operation, the top management of the company called upon STRAT Consulting to face a detailed process of strategic planning that would allow:

- Position the company in order to be competitive against the private market operators;
- Rationalize the operator's service portfolio, directing it to the expectations of the demand and prioritizing the performance of the business;
- Making the internal operation of the company more efficient; and
- Guarantee the benefit of the forced public services and the modernization of the basic postal infrastructure at a national level.

Likewise, STRAT Consulting redesigned completely the organizational structure of the firm, with the objective of:

- Provide it with the necessary capacities to implement the strategy defined in the short run
- Orient the organization towards the client; and
- Make the culture of the organization more dynamic.

Results of the project

As a result of the Project, the Client implemented the proposed strategy. The operative performance over sales of the company increased from -7.2% to +11.1% during the first four years of private management.

➔ The operative performance increased 18% due to the implementation of the strategy proposed

