

# Asendia investigates delivery issues in record time thanks to Kizy

## COMPANY

Asendia is one of the world's top three international mail, shipping and distribution organizations. They deliver packages, parcels and documents to more than 200 destinations across the globe. Formed as a partnership between La Poste and Swiss Post in 2012, Asendia employs more than 1,000 people worldwide with offices in 15 countries and a global network of delivery partners.

## CHALLENGE

Asendia does not operate its own transportation fleet, nor its own distribution network. To provide its service, Asendia relies on partners with major transport companies and postal organizations for last mile delivery. As this network involves multiple interfaces, Asendia can only follow its shipments until they reach the destination country by analyzing available information generated when mail bags are scanned. As a result, Asendia found itself in an uncomfortable situation. When their clients complained about delivery issues, the company was usually not able to give them a satisfactory answer within a short period of time. The investigations could take up to 2 weeks to complete and could not provide any information on what had actually occurred during the last mile delivery.



## Asendia

### Overview

 **Industry:**  
Postal & Logistics

 **Headquarter:**  
Bern, Switzerland

 **Website:**  
[www.asendia.com](http://www.asendia.com)

### Highlights

- ✓ La Poste & Swiss Post Partnership
- ✓ 200 destinations globally
- ✓ 1,000 employees worldwide
- ✓ Offices in 15 countries
- ✓ Global Network of Delivery Partners

