

Advisor & consultant services

The Eurogiro community has gained a wealth of experience and knowledge in how to take advantage from the Eurogiro connection and services. Much is offered as part of introduction of new members and member information sharing arrangements. However, members often have special needs and Eurogiro is proud to offer tailor-made packages for purchase at members' initiative, primarily within 'developing and automating solutions based on the Eurogiro services' and within IT & network connection solutions.

Advisor services tailored for Postal organisations

Based on in depth knowledge of Eurogiro as well as UPU environment we offer on-site sessions and remote 'Question & Answer' sessions. We cover most aspects related to the transformation of the payments services of any postal organisation into modern, competitive services and preparing the organisations to become strong Eurogiro partners.

Key elements:

- Setting up efficient procedures and realising automation potential, centrally and towards post offices
- Setting up efficient and secure financial settlement procedures
- Identification of key aspects in building client services
- Setting up simple and effective agreements with other Eurogiro members

Benefits

- Learn from best practice and avoid common mistakes
- In-house training and tailored advise
- Shortening of time to market and efficient implementation

IT Consultant services

The Eurogiro IT department offers the use of its knowledge and experience for specific purposes at member organisations.

Key elements:

- Basic installation assistance and training with tailor-made sessions
- Assistance in migration to new servers and software upgrades
- Ad hoc software developments related to use of the Eurogiro network
- Security advice, contingency planning, implementation and testing
- Secure compliant usage of standards & message formats

Benefits

- Learn from best practice and avoid known mistakes
- In-house training and tailored advise
- Cost efficient IT development based on network expertise

Advisor & consultant services - Specifications

Service elements - Postal advisor

- On site sessions
- Create project team and project plan
- Advice to planning of tests and live production
- Advice on financial settlement
- Advice on host-post office procedures
- Advice on how to establish competitive fee structure
- Advice on business case in collaboration with the Eurogiro member
- Assist in setting up contact to main corridor partners (payments exchange & corridor marketing)
- Advice on marketing policy towards end customers
- Discuss potential Western Union services if not already agent

Conditions

Based on bilateral agreement with Eurogiro A/S.

Eurogiro expects a named contact for the consultancy and coaching.

Official language is English. Services by the Executive Business Consultant are also available in French.

Brief on Eurogiro coach for postal organisations – Jean-Luc Demierre

Jean-Luc Demierre, Eurogiro Executive Business Consultant, is well known both in Eurogiro and in UPU – a rare position by any measure:

- Specialist of cross border payment services by Swiss Post PostFinance from 1982 to 2011
- Delegate of Swiss Post PostFinance to the UPU during 25 years.
- Chairman of several working groups by UPU
- Member of several working groups which drew and developed the

Eurogiro products and services from 1995 to 2010

- Adviser for the implementation of Eurogiro in Albania, Croatia, Greece, Hungary, Latvia, Turkey, Madagascar, Senegal, Togo, Tunisia, Vietnam.

Brief on IT consultant services

The Eurogiro IT department has a broad and deep expertise in building services that efficiently use the Eurogiro platform. Provided services over the years have been:

- On-site installation and configuration
- Training sessions for system operators and administrators
- Software development to support specific member requirements
- Security advising
- Contingency advising

Other information sources

Visit our 'Demierre's Corner' on Eurogiro intranet.

The www.eurogiro.com is primary source of information.

Confidentiality

Any information obtained during advisory or consultant assignments will be kept confidential and only used if previous assent has been given by the ordering member.

How to book the services

Contact the Relationship manager or Eurogiro direct on Eurogiro@eurogiro.com