



# Cost-Saving Transformation at Pos Malaysia

Pos Malaysia Berhad (Pos Malaysia) is the national post and parcel service provider, holding the sole mandate to deliver services under the universal postal service obligation for the country. With a history of over 200 years, it has diversified beyond the traditional provision of mail and parcel services to offer end-to-end logistics solutions and varied products through its aviation, retail, logistics and digital services to over 34 million Malaysians. Pos Malaysia was recognised in the Sustainability & CSR Malaysia 2024 Awards as Company of the Year (Transportation & Logistics) for Public Health & Community Care.

## INDUSTRY & ACCOUNT DETAIL:

- Industry: Postal and Courier Services
- Customer: Pos Malaysia
- Location: Kuala Lumpur, Malaysia

## SUPPORTED DETAILS:

- Type of Support: SAP
- Services Provided: Comprehensive SAP Support including Tax, Legal, and Regulatory Updates and Payroll support.

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For more information on  
Third Party Support for SAP,  
please contact us at  
[spinnakersupport.com](https://spinnakersupport.com)

## CHALLENGE: REDUCING COSTS AND IMPROVING OPERATIONS AT POS MALAYSIA

In 2022, Pos Malaysia faced a significant challenge: they needed to reduce costs without compromising operations and security. With increasing pressure to optimize expenditures, they embarked on a search for an alternative to the high cost of their existing SAP maintenance. A consulting partner introduced them to the concept of Third-Party Support (3PS), and this led them to evaluate potential vendors who could meet their needs.

## APPROACH: COMPETITIVE TENDER PROCESS AND STRATEGIC EVALUATION

Pos Malaysia's Enterprise Application Program manager led a competitive tender process in 2022 to explore third-party support options. The goal was to thoroughly understand the risks and benefits of moving their SAP maintenance to a third-party provider. Spinnaker Support was invited to participate in the tender process after being identified as a credible and recognized supplier for SAP 3PS.



### **SOLUTION: STRATEGIC PARTNERSHIP WITH SPINNAKER SUPPORT**

After a rigorous evaluation, Pos Malaysia selected Spinnaker Support as their strategic partner. The decision was driven by Spinnaker's collaborative and consultative approach and demonstrated capability to deliver high-quality SAP support services, including Tax, Legal, and Regulatory updates and Payroll. Enterprise Application Program manager noted, "We selected Spinnaker Support due to their ease of engagement, contract flexibility, and professionalism. We view Spinnaker Support as a strategic business partner who consistently provides high-quality SAP support services. The ease and confidence built in the first year made it an easy decision to award a multi-year renewal."

### **RESULTS: ENHANCED OPERATIONS AND LONG-TERM SAVINGS**

The partnership with Spinnaker Support brought immediate and significant improvements to Pos Malaysia's operations. They experienced not only a substantial reduction in costs but also an improvement in service quality and responsiveness. The successful first year of collaboration led to a multi-year renewal, securing continuous value and strengthening the strategic relationship. With Spinnaker Support, Pos Malaysia now benefits from reliable and efficient SAP support, enabling them to focus on their core business objectives without worrying about software maintenance and compliance issues.

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#### **ABOUT US**

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.