

CIRCULATION: NATIONAL EXECUTIVE COUNCIL FOR AGENDA DISCUSSION PC NW 06 01

MS/LW PC NW 06 01

25 February 2010



NFSP

CIRCULATION: NATIONAL EXECUTIVE COUNCIL

Dear Executive Officer

**RE: HORIZON ON-LINE, PILOT REVIEW**

As you know we are in the initial pilot stages of Horizon On-line and as you would expect we have been closely monitoring experience and feeding back issues requiring further investigation and resolution. The two Executive Officers on the Horizon On-line tripartite working group have additionally fed into this process (one is currently a pilot office).

Post Office Limited have now taken a decision to have an early review of the pilot roll-out so far and I enclose for your information a summary of the feedback and the current position. We will continue to monitor the situation closely and will have regular dialogue with the Horizon On-line programme team, one of whom will attend the next Executive Council meeting.

Yours sincerely

**GRO**

**MARILYN STODDART**  
Assistant General Secretary

Encl.

NBS

Horizon

**Marilyn Stoddart**

**From:** mark.burley [GRO]  
**Sent:** 24 February 2010 17:53  
**To:** Marilyn Stoddart  
**Subject:** Horizon Online

Marilyn

As discussed, the info below is a summary of our current position and feedback.

**Horizon Online**

The new Horizon Online system is currently live in 144 branches as at 24th February. However a decision was taken yesterday to delay the migration of the next 100 branches and take a minimum of a week's break to review the pilot to date. This week's review was always planned albeit after the next 100 branches.

The decision to delay the next batch of branches was taken after <sup>a further</sup> 66 branches that were live on Monday experienced a problem resulting in them not being able to use the system for part of Monday morning and a higher number of screen freezes / system problems than was forecast, especially over the last couple of days. Whilst I am pleased to confirm that the problem on Monday morning has been fixed and actions put in place to prevent a recurrence, we have made the decision to introduce the pilot review early on the back of feedback about the screen freezes and some other items raised over the last few days. <sup>due to</sup>

We have already taken the opportunity to speak with a number of individuals who have been using Horizon Online for at least a few days to find out what they liked and disliked about the new system. Screen freezes were rated as the number one thing that wasn't liked along with the quality of support and guidance provided through the Helpdesk. A number of other areas were commented on but out of 42 respondents no other area attracted more than 3 responses. On the positive side, respondents said they liked the speed of the new system, the ease of carrying out certain activities such as balancing and the fact that transactions usually involve less screens. A prominent positive was also the new Postal Services application.

We have always said we will work to ensure the quality is right - hence the pilot approach - rather than rush this new system out. This is the reason we will not migrate any additional branches until we can see a clear improvement to the areas identified above. The one downside of this is that we had to cancel migrations and we fully appreciate the inconvenience this can cause and we extend our apologies to anyone inconvenienced. We would like to assure you and your members that we will get these issues resolved and re-start the migrations as soon as possible.

Mark Burley

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