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**From:** Tait Duncan[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=TAITD]  
**Sent:** Mon 08/07/2013 9:31:07 AM (UTC)  
**To:** paula.vennells [GRO]; [GRO]  
**Bcc:** Patterson Paul [GRO]; Lamb Helen [GRO];  
Phillips Mark (HOM99) [GRO]; Jones  
Haydn [GRO]  
**Subject:** follow up

Paula,

Thank you for taking the time to meet with me on Thursday. I think progress continues to be positive.

When we met on Thursday you asked me about Horizon's ability to make pricing changes (known as reference data changes) and about "opening up Horizon". I discussed these with our Horizon team and it's clear to me we have made substantial progress on the two points.

Overnight pricing changes are now possible on some of your products and within six months you will have the same functionality across the portfolio. I think this is a good example of our teams working really well together for Post Office's benefit.

We have also made good progress "opening up Horizon". We have developed Horizon Business Services so that your business partners can integrate Horizon directly into their trading systems. This is not only more open but enables new services to get to market faster and makes sure Post Office's financials benefit earlier too. We are also developing Horizon Anywhere which will enable your customers to complete transactions from any device rather than be tied to the counter.

The latest developments to Horizon will also give you better customer insight which will enable you to cross-sell products.

As I followed up on the questions you raised it became evident to me that close collaboration between our teams is working well. Horizon is evolving at pace to better position the Post Office for enhanced agility and growth. Therefore, it might be worth organising a briefing for your key executives on Horizon's new capabilities and planned enhancements.

Best Regards.....Duncan

**Duncan Tait**  
Chief Executive Officer  
Fujitsu UK&I

**Fujitsu**  
22 Baker Street, London, W1U 3BW  
Tel: [GRO]  
Email: [GRO]  
Web: <http://uk.fujitsu.com>



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