

Turning Saudi Post Logistics' (SPL) Local Branches into a National Fulfilment Backbone



AT A GLANCE



SPL serves a diverse mix of commercial and public-sector clients, each using different platforms and processes. This complexity created fragmented operations, slow onboarding, and inconsistent service. To resolve this, SPL adopted GN TEQ's Omni-Connect, bringing all channels, products, stock, and orders into one unified system. The platform reduced manual work, sped up client onboarding, and improved reliability across industries. Through its partnership with GN TEQ, SPL simplified operations and delivered impactful projects like Nazeel, enabling families to send essentials to inmates through a secure, optimised service.

CHALLENGES



SPL onboarded clients using different systems and channels, creating manual work, delays, and inconsistent processes. Complex product lines and multiple warehouses made setup even slower. SPL needed a centralised way to manage every client reliably and efficiently from day one.

SOLUTIONS



SPL adopted GN TEQ's Omni-Connect to unify channels, products, stock, and orders in one system. This removed manual steps, enabled fast onboarding across industries, increased volumes, and allowed SPL to scale operations while opening new revenue opportunities.



System Integration



Data Migration



Team onboarding

Results

GN TEQ quickly changed the way SPL handled daily operations, making it easier to grow, scale, and deliver consistent service.



140%

Increase in order volume



17%

Increase to Dark store volume

IMPACT



1

Faster onboarding

Client setup that once took days now happens within hours, enabling SPL to serve new customers almost immediately.

2

Major volume growth

Order volumes increased by more than 140% year-on-year in H1 2025, achieved without extra systems or additional manual work.

3

Strong dark-store performance

SPL's dark stores recorded 17% average volume growth, demonstrating steady and scalable operational expansion.

