

# One News Special



Thursday 3 October 2024

## Strategic Review and Branch Technology

All,

As you all know, work has been under way on a Strategic Review of the Post Office for the last few months, and I'm pleased to say that the Board met last week to discuss its recommendations and gave approval to engage with the Department for Business and Trade (DBT) on the proposals.

I believe that this is a positive outcome for both Postmasters and for Post Office. My goal is to address the issues and challenges we face so that together we set Postmasters up for long term commercial success and protect the value that Post Offices bring to individuals, communities and high streets across the United Kingdom.

To enable the delivery of the Strategic Review, we have now started conversations with DBT to secure the funding. I am hoping that we will reach an outcome on this around the time of the Budget Statement in late October, and I will provide a more detailed update on plans soon after.

One core area of focus of the Strategic Review has been the future of our branch technology. It's critical that we provide Postmasters with efficient, flexible tools and systems that operate to the highest levels of integrity, so they can provide the best possible experience to their customers and communities. While the Strategic Review is ongoing, and informed by other discussions with the Board and stakeholders, we have taken the opportunity to review our current approach to our delivery of new technology, to make sure it will deliver what Postmasters need in the most effective way possible.

This means that from next week, we will start re-assessing and reprioritising the New Branch IT (NBIT) programme. This does not mean we will be stopping everything. Critical investment in Horizon's infrastructure will continue and, importantly, we will be moving forward with the installation of new technology into branches over the next 12 months. This includes replacing the Horizon counter hardware as well as a long-term replacement of the Paystation device. It also means deploying new cash and mails automation devices which Postmasters have been calling for. We will also confirm plans for our future relationship with Fujitsu.

I look forward to updating you all in due course on the wider recommendations from the Strategic Review and the revised NBIT plans as we progress. And we will have time for more detailed Q&As at future 10@10s.

If you have any questions about either the Strategic Review or our technology strategy please ask your line manager, SEG member or me directly.

Many thanks for all your continued hard work.

Yours sincerely,

**Neil Brocklehurst**  
Acting CEO

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