

PostNL got mail.

Accelerating software development with AI at PostNL

PostNL doesn't just operate in the mail domain; it delivers at scale in a world that keeps getting faster.

But behind the scenes, the systems powering it were too complex, too slow, and too hard to change. PostNL and Sogeti worked together to bring AI straight into the heart of software development. Rather than a side tool or an experiment, our experts infused AI agents into the daily workflow.

Now, PostNL developers describe features in simple spec files, that can then be turned into working code by AI, powered by GitHub Copilot and agents. And future refinements are just as straightforward; DevOps teams just need to change the spec, regenerate the app, job done.

Since implementation, PostNL has noticed some first-class benefits. Pull requests have doubled, Lead times have dropped and teams are moving, thanks to the frictionless development that happens when humans are fully supported by technology.

Developers still review, test, and secure everything, but AI provides the first draft, in a new way of building

software that's faster, cleaner, more scalable, and surprisingly human.

The real breakthrough isn't AI replacing engineers; it's engineers finally being able to work at the speed they need to.

"We all know that AI is a development that will help us in various areas. We will have to discover together exactly what this will look like. I think that is currently the biggest challenge: jointly undertaking the transition that AI entails".

Guus Welling, PostNL

This shift is already delivering tangible impact, teams are seeing up to a **2x increase in pull requests** with GitHub Copilot agents, alongside significantly reduced development lead times accelerating delivery without compromising quality.

Our local teams work side-by-side with clients, creating outcomes that can scale, **Right here. Right now.**

