



Mr. Amit Dhupkar
Head of Group Technology
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Amit Dhupkar is currently the Head of Group Technology at Singapore Post Ltd. He is responsible for heading all IT aspects for the eCommerce Logistics Business having operations in Singapore and for Quantum Solutions - Singpost's Regional arm operating in 12 countries across Asia Pacific.

His portfolio covers IT Systems for any trackable items and parcels across the Group. This includes systems for booking, core transaction, transport management, warehousing, last mile delivery, parcel lockers, EDI B2B Gateway, Track-n-Trace and billing applications. His team present at Singapore, offshore and in-country provide application development, service desk, infrastructure support, deployment and roll out services across the region.

Prior to moving to Singapore Amit has lived and worked in Mumbai, Hong Kong, Shanghai, Taiwan and Kuala Lumpur. He has been associated with both large enterprises and start-up's in different capacities and brings a rich experience of co-creating innovative solutions for different Organisations. Amit did his Graduate Studies in Engineering from Nagpur University, India followed by an MBA from IMT Ghaziabad, one of India's premier Business School.

Synopsis:

Innovative Ways of Building IT Solutions Within Tight Timelines and Stringent Budgets

Singpost embarked on a project to build a new regional track and trace application. We were mindful that such projects can run in months and can cost huge amounts if not designed and executed thoughtfully. Keeping such things in mind, we designed the applications keeping three major tenets. What do our Project Stakeholder wish to achieve with this project, How we do we communicate and Maintain the Expectation's, Can we identify key technical, as well as non technical (commercial, customer experience) constraints so as to execute the project and keep it sustained for the future ? We embarked on a project by ensuring over the 35 weeks we had a regular WSR published to our stakeholders, the project budget was published using a "burn rate" indicator to show how we fared on actual vs budgeted and the technical or IT design was based on utility or more pay-per-use cloud computing so that our business align all future spend based on its own growth strategy. Which means we invest more as we grow more thereby ensuring the investments are future proof and in line with uncertain times ahead.