



"We have a motto that says IT will not stand in the way of what the business needs to do." — **Robert Otto**

## **Robert Otto** **CIO and CTO**

*The United States Postal Service,  
Washington, D.C.*

Robert Otto started his professional career as a clerk. Today he is the CIO and CTO of the United States Postal Service®, which processes about 55 percent of the world's daily mail volume. Tasked with reengineering the USPS's technology infrastructure, he's led an effort to consolidate and centralize disparate systems, standardize tools and vendors, upgrade the network, and embrace the Web and wireless technology.

Otto and his team have built an advanced computing environment that has saved the USPS® some \$50 million annually. More than 30 Web-enabled self-service applications help employees manage items such as health benefits and life insurance, as well as training on demand.

Last year, more than 176 million consumers used the usps.com website. The USPS also introduced a hugely popular desktop service called Click-N-Ship®, which allows mailers to create their own shipping labels.

**Great Moment at Work:** "Seeing the positive impact this project has had on the employees and customers of the USPS."

**Microsoft Office System salutes those who have done great work in the IT field.**

# Great Moments at Work.

Success Stories of an IT Hero

