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your goals.



Email: hello@codehq.nz

How premium offshoring raised the bar for NZ Post

NZ Post has partnered with CodeHQ since 2022, with the relationship evolving across multiple engagements, from expanding web team capability to app development, legacy website replacement, and parcel notification enhancements. Today, CodeHQ's offshore team is a trusted part of NZ Post's digital team, and the partnership is so well established that NZ Post has referred CodeHQ to its subsidiary, Fliway.



"The CodeHQ partnership doesn't feel outsourced; they've become an extension of our team. We get flexible high-calibre capability at a lower cost without compromising on quality."

Hylton Southon Head of Digital Platforms, NZ Post

Challenges

- Sought flexible digital delivery capacity.
- Required specialist web, mobile and QA skills.
- Needed integration and API development expertise.
- Required support for critical customer and retail platforms.
- Faced gaps in hard-to-source enterprise skills.

Solutions

- CodeHQ's Vietnam team embedded directly within NZ Post's Scrum teams.
- Scaled from web into mobile and website modernisation.
- Added specialist testing, front-end and MuleSoft expertise.
- Shared specialist capability flexibly across teams.
- Offshore delivery improved efficiency, with overlapping working hours supporting seamless collaboration across time zones.

Outcomes

- Long-term, trusted strategic partnership since 2022
- Delivery predictability improved by 30%, enabling confident quarterly planning.
- Cost-effective access to specialist technology skills, approximately 65% lower than local NZ partners.
- Mobile app exceeded adoption targets.
- Reduced recruitment challenges by filling specialist roles offshore, e.g., MuleSoft developer.
- NZ Post referred CodeHQ to its subsidiary, Fliway.



"For any business exploring an offshore vendor relationship, I highly recommend CodeHQ... Working with CodeHQ feels like a complete partnership rather than an outsourced service."

Hylton Southon Head of Digital Platforms, NZ Post