



### **LIGURIA 2022**

### **Genova, Palazzo Ducale**

### **Presentazione di Frank Ferro**







Power together

Unione Industriali

Energia per la vita.



Duferco

Energia



Camera di Commercio



Camera di Commercio

Riviere di Liguria



### The Logistical digital twin > The owner of the data will be the lord of chain



> The owner of the data will be the lord of chain

## Frank Ferro Director Insights PostNL





> The owner of the data will be the lord of chain

Why Data-analytics





### Inside-out Logistical optimalisation



### Parcel volume

### Mail volume

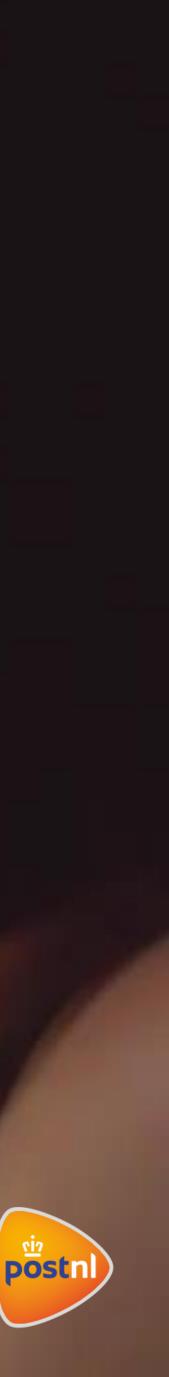
### 2017



### Outside-in

### The Receiver will determine

# The lord of the chain is changing



### Competition Is not traditional







> The owner of the data will be the lord of chain



Cases





### Parcel delivery notification

More accurate and a shorter time slot

# 4 hours → 2 hours time slot Less then 63% → more then 80% Accuracy



19 juni

Bekijk actie

14 juni

Zet in agend.

Bekijk actie

gjuni

Ô



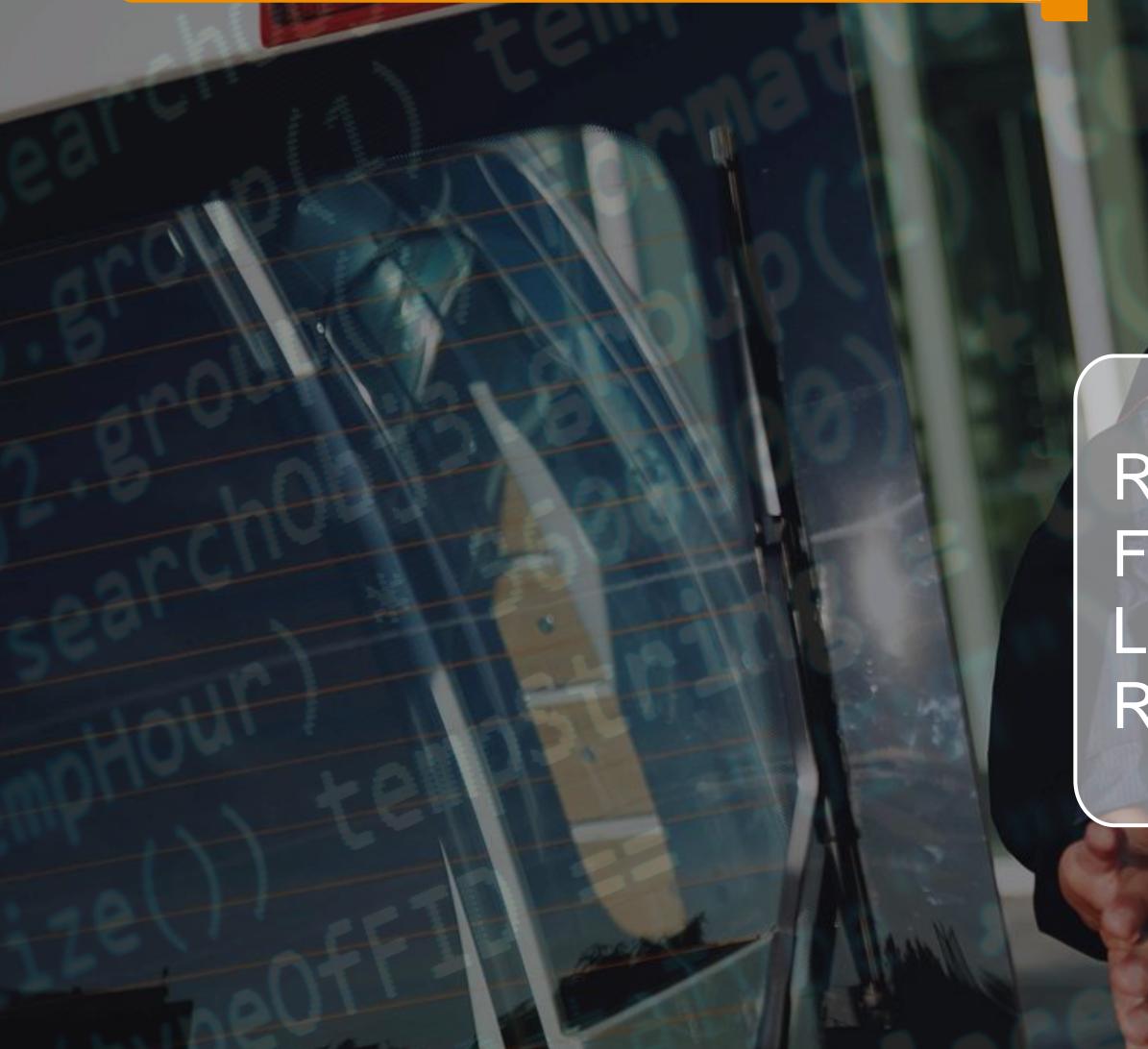
## 11.6 %1.1927 \$5.073 9.36 6.58



postnl

### **Other cases**

PostNL has cases in all domains (HR, FIN, LOG, COM)



Revenue protection (FIN) Fraud detection Lead generation Retention

(FIN) (Com) (HR)





> The owner of the data will be the lord of chain

# Data-analytics at PostNL





### Structure Analytics

### Organisation

0%

310

0%

200

### Data & technology

ã.

16% 1**6%** 

12%

0%

**П%** 

12%

### People & culture





> The owner of the data will be the lord of chain

Take-outs





### Take-outs data analytics atPostNL

### Walk the process

### The cultural effect

### Business commitment

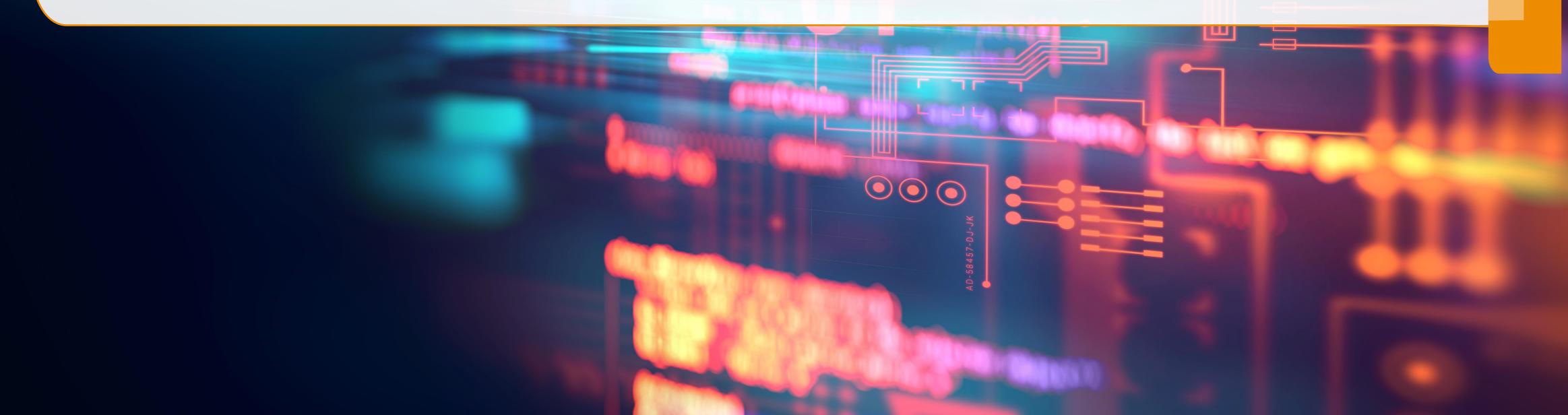
### Data governance

### Domain knowledge is essential

### Learn to deal with transparency



# Thank you



# Stay in control of the supply chain

