

**BESTUFS 4<sup>th</sup> Workshop**

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# eBusiness and eLogistics

**Peter Sonnabend**

**Deutsche Post AG, Headquarters**

**53250 Bonn, Germany**



## Deutsche Post World Net



- Multinational corporation for one-stop-shopping services in distribution and logistics   

### MAIL

basic mail products, customised solutions for direct marketing, transport of press products

### EXPRESS

domestic and international parcel and express deliveries and cross-border mail services (includes DHL International)

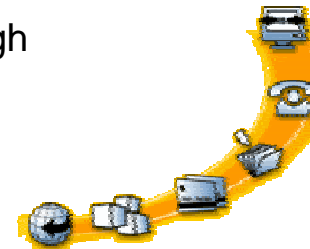
### LOGISTICS

standard and customised solutions for worldwide logistics and freight forwarding services through DANZAS Group

### FINANCE

portfolio of financial services offered through Deutsche Postbank AG

- First international public offer on 20 November, 2000



## European dimension

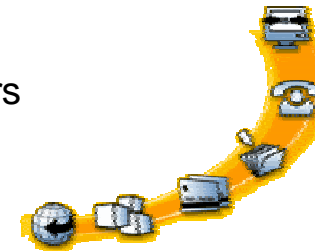


## eBusiness corporate strategy

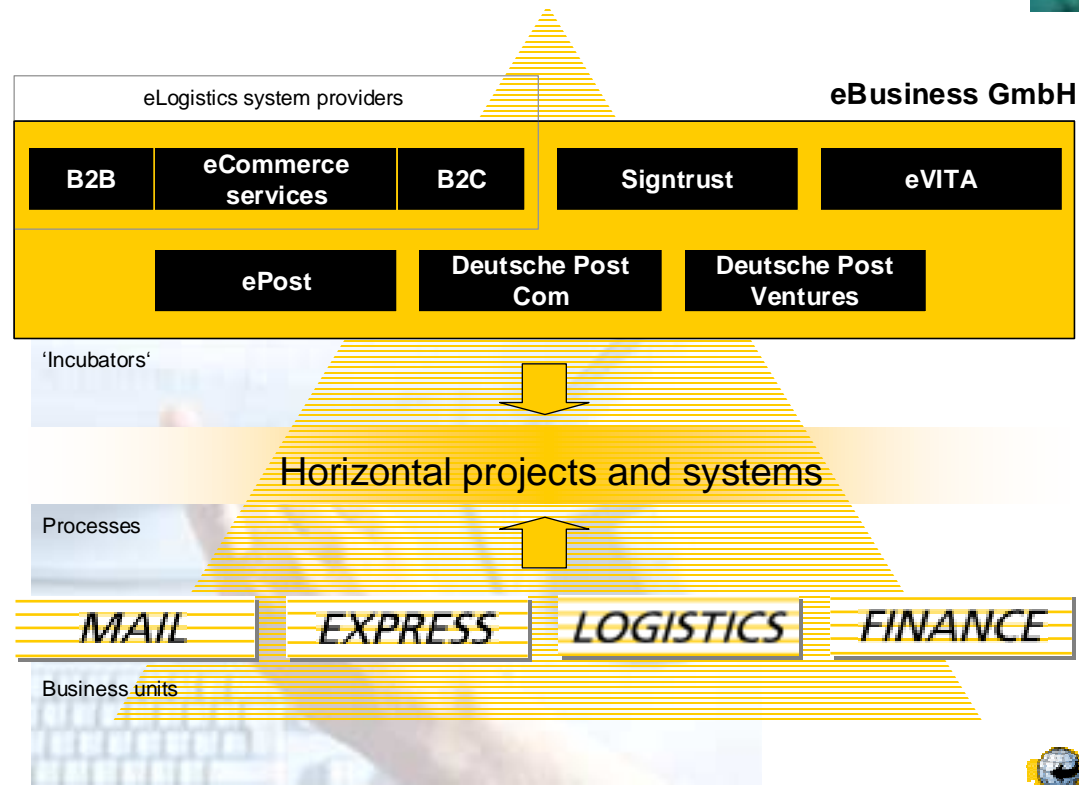
- Utilisation of modern information technology potentials
  - integration of supply chain management
  - global networking of business processes
  - improved worldwide access to goods and services
- eBusiness development at DPWN follows three principal lines
  - 'digitising' of classic postal and logistics products
  - internet-based internal services and processes
  - new internet services for business and private customers



Shopping portal  
Customer service  
Order management  
Payment  
Warehousing  
Shipping



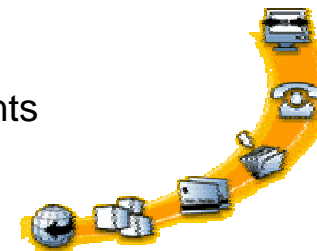
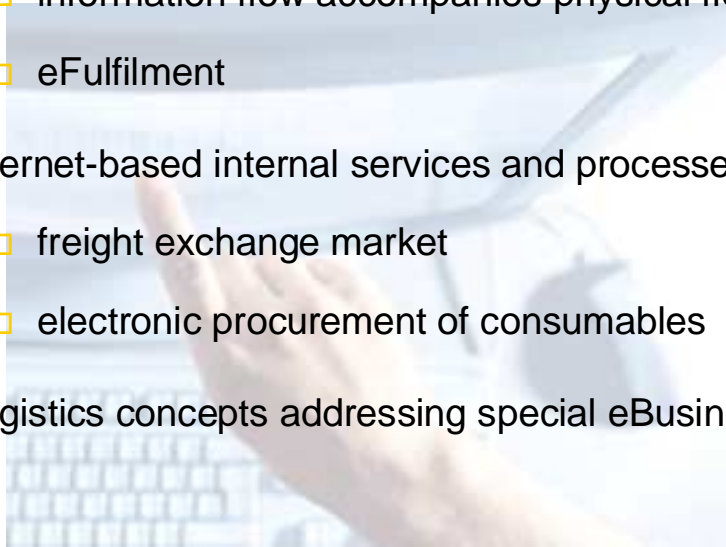
# eBusiness corporate organisation



## eLogistics aspects



- Integration of supply chain management
  - close ties between order management and transport
  - information flow accompanies physical flow
  - eFulfilment
- Internet-based internal services and processes
  - freight exchange market
  - electronic procurement of consumables
- Logistics concepts addressing special eBusiness requirements



## eBusiness impacts on logistics



- E-business induces (new) trends and constraints for logistics
  - smaller orders at higher frequency, i.e. more drop-off stops
  - smaller item size as compared with classic products
  - reduced transit times for B2B and B2C products
  - demand for pre-arranged pick-up and delivery
  - demand for online status information
- E-business favors use of smaller vehicles in distribution (< 3.5 tons)
- E-business mandates increased use of freight and transport telematics
- E-business triggers (new) concepts for pick-up and delivery

