

# PostEurop 2016 Innovation Forum

## Smart Cities & Internet of Things (IoT)

Larnaca, Cyprus, 24<sup>th</sup> November 2016

Hosted by



**ΚΥΠΡΙΑΚΑ ΤΑΧΥΔΡΟΜΕΙΑ**  
**CYPRUS POST**

## About PostEurop

POSTEUROP is the association which represents European public postal operators. It is committed to supporting and developing a sustainable European postal communication market accessible to all customers and ensuring a modern and affordable universal service. Our members represent 2 million employees across Europe and deliver to 800 million customers daily. For more information visit [www.posteurop.org](http://www.posteurop.org).

## The Operational Activities Circle

The Operational Activities Circle (OAC) is PostEurop's platform for discussing and sharing expertise on postal operations, quality of service, retail outlets, terminal dues (the payments settled between postal partners when distributing post from abroad) and advanced electronic solutions. Over the past few years, the OAC has even extended its wide coverage to topics and issues relevant to secure and enhance postal operations. It aims at providing the Working Groups with the necessary tools and information to continue to drive quality and operational excellence in the light of the future challenges of the sector, with the aim of using the best available expertise/knowledge.

## The Innovation Forum Working Group

The Innovation Forum (IF) Working Group aims to provide a Forum for discussing the latest trends and developments in information and communication technology in order to develop and improve efficiency and to inspire PostEurop Members on ways to improve quality of service, new value-added services and IT-integrated customized solutions.

The IF Forum is an event organized each year to create more awareness about "what's going on out there" and inspire Postal operators to design and build solutions, products and services that fully meet their customers' needs.

For more information on Innovation Forum (IF), please contact:



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## OBJECTIVE OF THE 2016 INNOVATION FORUM

The extraordinary development of ICT (Information and Communication Technologies), in particular the exponential growth of the Internet and the proliferation of smartphones, has been shaping, on one hand, how societies tend to organize themselves and, on the other, how everybody and everything is interconnected.

In what concerns societies one has been observing that more and more populations tend to concentrate in bigger cities, seeking, at the same time, for higher life quality standards.

This means that cities must be smarter, that's to say must manage the investments in social and human capital as well as in transportation and modern communication infrastructures in a proper way to support a sustainable economic development and high quality of life which will contribute to maximizing the efficiency of several services rendered by those smart cities.

On the other side, the internet is a network that is present everywhere and interconnects everything. This Internet of Things (IoT) "is the network of physical devices, vehicles, buildings and other items – embedded with electronics, software, sensors, actuators and network connectivity that enables these objects to collect and exchange data : IoT is the infrastructure of the information society".<sup>1</sup>

Postal Operators - due to the above referred developments of ICT (and in particular of the internet) and also due to the impact of globalization, substitution effects and fierce competition - have been realizing that their traditional business is fading away. Therefore, they must keep up with the dawn of a new era: they perceive the new realities – Smart Cities and IoT – as a challenge that, vis-à-vis the capillarity and strength represented by their assets (like post office stations, truck and car fleet, distribution and logistics skills, mailmen force) will enable them to provide new solutions, services and products that will constitute new sources of revenues and allow them to stay in business.

To address the opportunities that Smart Cities and IoT represent for Postal Companies, PostEurop organizes the 2016 Innovation Forum in Larnaca, Cyprus, on November 24th – kindly hosted by Cyprus Post – to present and discuss the varying points of view of Postal Operators and other organizations committed to these topics.

**Who should attend:** all senior professionals, within Postal Operators, responsible for Strategic Development, Commercial and Marketing areas, as well as for those in charge of Innovation, development of new ICT based solutions or operational level.

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<sup>1</sup> Wikipedia - "Internet of Things Global Standards Initiative". ITU

## AGENDA – 24 November 2016

- 08:30 – 9:00 Registration
- 09:00 – 9:15 Welcome Address
- Cyprus Post Director, Andreas Gregoriou
- Innovation Forum Chairman, João Manuel Melo
- 09:15 – 10:00 (45m) **Key Note: Internet of Things within Smart Cities - Why European Postal Operators should care** - *Hans van Grieken, Deloitte Consulting*
- 10:00 – 10:30 (30m) **Smart Cities in Cyprus-The prospective role of Cyprus Post** - *Andreas Gregoriou, Cyprus Post*
- 10:30 – 11:00 (30m) **Livable Cities of the future** - *Matthias Fiegl, T-Mobile Austria*
- 11:00 – 11:20 (20m) Q & A
- 11:20 – 11:40 (20m) Coffee Break
- 11:40 – 12:10 (30m) **Innovative models and smart infrastructure services of Slovenia Post** - *Darja Osvald, Slovenia Post*
- 12:10 – 12:40 (30m) **Connected fleets and postal services in the smart city of the future** - *João Barros, Veniam*
- 12:40 – 13:00 (20m) Q & A
- 13:00 – 14:35 (1h30m) Lunch
- 14:35 – 15:05 (30m) **Internet of Things meets Letter Mail in First and Last Mile Applications Postal Boxes** - *Patrick Armstrong, Snaile Inc.*
- 15:05 – 15:35 (30m) **PostGrid and the Internet of Postal Things** - *Thomas Koch, Swiss Post*
- 15:35 – 16:05 (30m) **Why IoT and Virtual Reality are strictly related... and why posts need to adopt this new technology** - *Bernhard Bukovc, Postal Innovation Platform and Mattia Crespi, Qbit Technologies and Institute For The Future*
- 16:05 – 16:25 (20m) Q&A
- 16:25 – 16:45 (20m) Coffee Break
- 16:45 – 17:00 (15m) Summary & Conclusions (Innovation Forum Vice-Chairman, Dahlia Preziosa)
- 17:00 Innovation Forum Chairman João Manuel Melo, (Closing speech)
- 19.00 Dinner - hosted by Cyprus Post

## **SPEAKERS – 24 November 2016**

### **1. Internet of Things within Smart cities - Why European Postal Operators should care**

Hans van Grieken will be presenting Deloitte's global view on smart cities and how the Internet of Things in particular will open up both new opportunities as well as threats to Postal Operators. His presentation will also dive into a number of typical Postal area's examples and practises in which connected capabilities can create potential advantages and competitive capabilities for Postal Operators.

***Hans van Grieken – Director Digital Business Innovation at Deloitte Consulting  
Key Note speaker***



### **2. Smart Cities in Cyprus-The prospective role of Cyprus Post**

This presentation will provide an overview of the strategies for the development of smart cities in Cyprus. Within the given strategy, it will be outlined the role and the contribution Cyprus Post may have in the successful implementation of this strategy.

The strategic planning of Cyprus Post includes the provision of new added value postal and non-postal services within the framework of a diversified field of activities. With its extensive network of Post Offices and delivery personnel as well as the citizens' perception as a trusted institution, Cyprus Post can play a key role in a multitude of operations.

***Andreas Gregoriou – Director of Cyprus Post***



### **3. Livable Cities of the future**

This presentation will give an overview of state of the art development within the IoT area, combined with the problems of cities, the need of the townfolk and the future concept of living.

Matthias is an expert in the digital revolution and he will show the audience several case studies based on the experience of the last years. As one of the technology leaders, T-Mobile Austria is giving him the possibilities to improve his skills to push this business.

***Matthias Fiegl – VP Business Marketing & M2M Services, T-Mobile Austria***



#### **4. Innovative models and smart infrastructure services of Slovenia Post**

Slovenia Post has in past years invested in cloud infrastructure and became one of the securest and most credible suppliers of IT services in Slovenia with the emphasis on cloud computing services. Slovenia Post has been going through a process of transforming into a business developer and integrator of advanced services and solutions for companies. Slovenia Post has been actively marketing IT Postal services under the PosiTa brand and launching entirely new services on the market such as: the PoštAR e-service solution, cloud printing, a cloud-based electronic signature solution and the digitalisation of materials.

Slovenia Post through strategic partnerships with research institutions and academia started to develop new service areas:

- Big data: Content, media, sensor stream understanding and processing;
- IoT: stream processing, CEP, cognitive systems;
- Smart municipalities/cities: intelligent mobility, energy, participative governance and smart infrastructure services.

Slovenia Post is an active partner in strategic national initiatives like FLAPAX smart community accelerator and Opening Up Slovenia, since this offers challenges and possibilities of new services and infrastructure development in the field of open education resources for all postal operators.

***Darja Osvald – Management Consulting, Project management at Slovenia Post***



#### **5. Connected fleets and postal services in the smart city of the future**

The most cost-effective solution to acquire massive amounts of actionable urban data and expand wireless coverage for everyone in the city may be to rapidly connect as many vehicles moving around the city as possible. In fact, vehicles are everywhere, have large batteries, come with dozens of sensors and benefit from a dedicated frequency band (DSRC 5.9 GHz). Once we turn vehicles into mobile Wi-Fi hotspots, they can connect to many other things – inside and outside of the vehicle – serving as the perfect data couriers for the Internet of Things. Last but not last, they can easily connect with each other over high-speed wireless links, building mesh networks that can span an entire city.

This talk will elaborate on the opportunities for postal services based Veniam's extensive experience in connecting hundreds vehicles in Porto, Singapore and New York with multi-purpose, multi-network on-board units, supporting more than 6 million Internet sessions and helping to improve city services, overcome the digital divide, increase safety, reduce pollution, and control traffic.

***João Barros – Veniam Founder and CEO***



**6. Internet of Things (IoT) meets Letter Mail in First and Last Mile Applications Postal Boxes**

Snaile specializes in making first and last mile passive postal boxes smart by inserting Internet of Things (IoT) technology in these boxes (street letter boxes, PO Boxes and community mailboxes) to create efficiencies and real usage data in first mile applications which can be used to optimize and reduce first mile network as letter mail decreases.

The same type of technology can create alerts for consumers when they have mail in their P.O./Community mailboxes which can be offered as a premium service by Postal Operators and modernize the last mile box.

**Patrick Armstrong – CEO at Snaile Inc**



**7. PostGrid and the Internet of Postal Things**

Introduction to latest ideas, concepts and specific implementation in the field of internet of postal things at Swiss Post. Moreover some insights will be given of Swiss Post ambitious LoRaWAN project "PostGrid" and its planned applications. The challenges Swiss Post has been going through the development path will also be described and some needed mind changes on our journey will also be addressed.

**Thomas Koch – Enterprise Architect at Swiss Post**



**8. Why IoT and Virtual Reality are strictly related ... and why posts need to adopt this new technology**

Behaviors can change quickly and we experienced over the past years how new technology has reshaped consumer demands or communication behaviour. The future IoT will be a "self-calculus powered entity", which will allocate power and speed where and when needed, thus creating the foundation for one of the most amazing and change driving forces of the future ... virtual reality. And posts have no choice. They need to be part of the game

**Bernhard Bukovc – Chairman, Postal Innovation Platform (an initiative of École Polytechnique Fédérale de Lausanne and the UPU)**

**Mattia Crespi – Futurist, Technology Evangelist & Entrepreneur, Qbit Technologies and Institute For The Future**



## Accommodation



<p>Rooms have been pre-booked from 23rd to 25th November at:</p> <p>Sun Hall Hotel</p> <p>Athens Avenue 6, 6302, Larnaca, Cyprus</p> <p>www.sunhallhotel.com.cy Telephone: +357 24 65 33 41 Fax: +357 24 65 27 17 E-mail: <a href="mailto:info@sunhallhotel.com.cy">info@sunhallhotel.com.cy</a></p> <p>Note: The hotel is located approx. 20 minutes away from Larnaca International Airport. Transfer to/from airport can be done by taxi.</p>	<p><u>Important:</u></p> <p>It's entirely up to each participant to take care of his/her hotel reservation.</p> <p>Each participant needs to send the Hotel Reservation Form (attached to this agenda) directly to the hotel by 31<sup>st</sup> of October.</p> <p>Room rate depends on the room type chosen. The various room types are listed in the Hotel Reservation Form. Rates are per room, per night inclusive of all taxes, VAT and breakfast.</p> <p>Reservations forms should be:</p> <ul style="list-style-type: none"> <li>▪ sent to the following e-mail: <a href="mailto:info@sunhallhotel.com.cy">info@sunhallhotel.com.cy</a></li> <li>▪ or faxed to the number: + 357 24 65 27 17</li> </ul> <p>Payments: hotel accommodation is to be paid directly at the hotel upon arrival (please see more details in the Hotel Reservation Form)</p> <p>Deadline for hotel reservations: the indicated rates are valid for booking made before October, 31<sup>st</sup> 2016. Higher rates may be applied for ANY bookings made after October, 31<sup>st</sup> 2016</p>
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## Additional Information about the Venue



Larnaka may pride itself for its contribution to the island's rich cultural heritage.

Built on the site where ancient Kition once stood, it is the successor of one of the ancient city-kingdoms of Cyprus and the seat of Christianity from its earliest years. Kition was the birthplace of Zeno, the Greek philosopher, who founded the Stoic school of thought, and the second home of Jesus' friend, Lazarus.

The Achaean Greeks settled in the area in the 13th century BC, while Phoenicians moved here from the 9th century BC. In the 18th century AD it became Cyprus' commercial centre, the place where all

European consuls established their missions. The new city, Larnaka, has a charm of its own. In the winter months thousands of flamingoes, wild swans and other migrating birds make their annual stopover at the nearby salt lake. The district of Larnaka has many interesting places to visit, particularly ancient, Byzantine and Moslem monuments, such as the renowned Hala Sultan Tekkesi.

## Additional Information about the Venue

