POST EUROP

Jersey Post

BUSINESS **INNOVATION FORUM**

POSTAL TRANSFORMATION
CHALLENGES & OPPORTUNITIES

JERSEY **2019** POSTEUROP
PLENARY ASSEMBLY
ASSEMBLÉE PLÉNIÈRE DE POSTEUROP

ABOUT THE
FORUM

Following the success achieved in 2018, this year's Business Innovation Forum will bring PostEurop community:

- keynote speakers that will address the various transformations all businesses, including posts, are going through. This includes digitalisation, and the dawn of a new computing paradigm (quantum computing) that, among several astonishing applications, also has the potential to leverage existing or new postal solutions
- an interesting number of start-ups whose solutions and/or products will present opportunities for postal operators across Europe
- a debate between e-commerce players with different levels of maturity that will also provide some insights on possible forms of win-win forms of cooperation
- an open discussion with PostEurop Member CEOs that will share their view on the presentations and what they see as the leading trends that are driving the postal industry

WHEN & **WHERE**

Thursday, 10 October 2019
The Radisson Blu Waterfront Hotel, Jersey
Rocco room
Dresscode: Business attire

WHO SHOULD **ATTEND?**

CEOs and senior postal professionals responsible for Strategic Development, Commercial and Marketing areas, and Innovation.

PARTICIPATION **BENEFITS**

Members participating in the forum will have the opportunity to:

- learn first-hand about the start-ups and the value add they bring to the postal business
- keep a pulse on emerging innovative trends
- network amongst postal peers with the opportunity for personal meetings
- be part of the European Postal Network

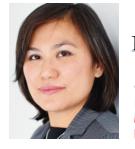## STAY **CONNECTED**

Join the discussion throughout the sessions.

#PEPA2019

Don't forget to follow us **@PostEurop**

FOR INFORMATION ON BUSINESS INNOVATION FORUM, PLEASE CONTACT:

ctt Portugal Post

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CHALLENGES & **OPPORTUNITIES**

09:00 - 09:05

Introduction of the PostEurop Business Forum
By Dr. Botond Szebeny, Secretary General

09:05 - 09:15

Introduction to the Business Forum Agenda
By João Melo, Chair of the Innovation Forum

09:15 - 09:45

Keynote: Leveraging brand power
By Lee Bosio, Director of Digital, Jersey Post

Diversifying into new industries can be challenging for any business, and from an outside perspective, a traditional Postal operator moving into the digital space could be perceived as a huge challenge. However, following a successful launch of its new digital business, Jersey Post can demonstrate first-hand how the core values of its postal brand have directly benefited the growth and credibility in the space of digital communication, KYC and document management.

09:45-10:15

Keynote: Quantum Computing: An introduction
By Dr. Mark Mattingley-Scott, IBM Quantum Ambassador EMEA

Quantum Computing is a topic which holds the potential to fundamentally change how computers are used, and thus may lead to the disruption of entire industries. Business therefore needs to understand the basic principles of Quantum Computing, how it will develop and how to ensure that its innovation potential can be fully exploited. In my talk I will discuss the history and background of Quantum Computing, explain why and how Qubits are so powerful, and discuss how you can encompass Quantum Computing in your organisation and ensure that you are positioned to use this amazing technology.

10:15-10:30

Discussion Q & A
Moderated by João Melo, Chair of the Innovation Forum

10:30-10:45

Coffee Break & visiting stands

CHALLENGES & **OPPORTUNITIES**

10:45 - 12:20	**Start-ups on E-Commerce**
10:45 - 11:05	Facestore – Closing the Gaps *Paulo Barbosa, CEO & Founder*
11:05 - 11:25	DIAKSE - HOW Virtual reality, Image recognition, and machine learning can help retailers and e-business website when combined together *Julien Berthomier, CEO & Co-Founder*
11:25 - 11:45	Locodels - Holiday spillovers handled easily *Stevica Kuharski, CEO & Founder*
11:45 - 12:05	Fuelsafe - Logistics is driving the world forward *António Fradique, CEO & Head of Product*
12:05 - 12:20	**Discussion / Q&A** *Moderated by João Melo, Chair of the Innovation Forum*
12:20-13:20	**Lunch for all participants + CEO Executive lunch (by invitation only)**
13:20-14:55	**Start-ups on Artificial Intelligence, Automation, Robotics**
13:20 - 13:40	IOTA - How busy is your postbox? Dariusz Nachyla, CEO
13:40 - 14:00	Bitfury - Blockchain for Russian Post practical use cases *Evgeniy Pavlov, Head of Sales Bitfury*
14:00 - 14:20	Beekeeper - Empowering Frontline Workforces *Alexis Darphin, Global Partner Channel Manager*
14:20 - 14:40	United Robots - Intelligent robots in postal logistics *Dariusz Mankowski – CEO*
14:40 - 14:55	**Discussion / Q&A** *Moderated by Timur Myaldzin, Russian Post*
14:55 - 15:10	**Coffee Break & visiting stands**

15:10 - 16:10	**Customers Driving Postal Business (Roundtable and Debate)**
15:10 - 15:30	The Customer-Obsessed Supply Chain: how Amazon works with Postal Carriers to improve the customer experience *Chris Porter, Director Transportation, Amazon*
15:30 - 15:50	Dott.pt - End to end integration of an e-commerce marketplace with a logistical player in the Portuguese market *Paulo Ribeirinho, COO at Dott*
15:50 - 16:10	Discussion / Q&A *Moderated by Derek Osborn, WhatNext4U*
16:10 - 17:05	**CEO Panel** Open discussion with PostEurop Member CEOs on the key trends of the industry and the take-aways of the Business Innovation Forum.

- *Tim Brown, Jersey Post CEO*
- *Ivan Čulo, Hrvatska Posta CEO*
- *Denis Ilin, Russian Post, Dep. CEO*

Discussion / Q&A
Moderated by Botond Szebeny, PostEurop Secretary General

17:05 - 17:15	**Closing of the Business Forum & Any Other Business**

THE SPEAKERS

THE PANELLISTS

Jersey Post Digital

Lee Bosio, Director of Digital, Jersey Post

IBM

Mark Mattingley-Scott, IBM Quantum Ambassador EMEA

amazon

Chris Porter, Director Transportation

dott

Paulo Ribeirinho, COO Dott

Leveraging brand power

Lee has been involved in the marketing and digital areas for the past 15 years holding senior positions within the financial services industry as well as heading up two digital agencies. Lee specialises in leading teams from a strategic level, bridging the gap between technological capabilities and client requirements, and supporting a wide range of clients both locally and in the UK.

IBM: Quantum Computing: An introduction

Mark Mattingley-Scott has a Bachelor of Science with Joint Honours in Computing and Electronics, and a Doctor of Philosophy on the subject of Code Division Multiple Access Local Area Networks from the University of Durham, combined with 34 years' experience in the commercial exploitation of technology and research. As a Principal at IBM he is specialised in the identification, nurturing and development of technological innovation, with a primary focus on Big Data Analytics, Neuromorphic Computing and Quantum Computing.

As a Principal at IBM he is specialised in the identification, nurturing and development of technological innovation, with a primary focus on Big Data Analytics, Neuromorphic Computing and Quantum Computing. He has developed several new business areas and transferred these into IBM's services and solutions business.

The Customer-Obsessed Supply Chain: how Amazon works with Postal Carriers to improve the customer experience

Amazon is obsessed with delivering value for our customers, and we work with postal carriers throughout the world as critical partners to enable this vision. Chris Porter is responsible for managing programs and initiatives with postal carriers throughout Europe as part of Amazon's Global Transportation Services organization. Prior to joining Amazon, Chris spent 20 years in Supply Chain and Logistics roles across various industries including Aerospace, Food & Beverage, Consulting and Mining. He holds a Bachelor of Science in Industrial Engineering from the University of Washington, and an MBA from the University of Texas.

Dott: End to end integration of an e-commerce marketplace with a logistical player in the Portuguese market

Paulo Ribeirinho is the COO of Dott, a Portuguese marketplace founded in 2018. In his career he has improved operations with lean methodologies as a consultant, built the warehousing, logistics and customer support in Nigeria for Jumia, the biggest e-commerce platform in Africa and managed the Enterprise Mobility and Security business for Microsoft in the UK.

Dott developed an end to end marketplace solution for the Portuguese market where it offers catalogue and offer management for its seller base as well as fully integrated distribution and logistical services. Reducing complexity and speeding up seller on-boarding efforts has proved instrumental in developing the lagging Portuguese e-commerce market in record time.

THE **PANELLISTS**

*Tim Brown,
Jersey Post CEO*

Tim Brown has over 20 years' experience in the post, parcel and distribution industry. He has worked in senior positions in Royal Mail and DHL Express, was CEO of Postcomm (the UK's postal regulator), provided advice to government and was vice-chair of the European Regulators' Group for Post. His previous work has included providing board level advice, consultancy and interim management to post and parcel companies and their suppliers.

*Denis Ilin, Deputy
Director General
for International
Business*

Denis Elin joined FSUE Russian Post in January 2018 as Adviser to the Director General for Strategic Development. Since March 2019, he took on the role of the Deputy Director General for International Business.

Prior to the Russian Post, he has held various senior management position. This includes managing Air Bridge Cargo Airlines / Air Freight Logistics as Executive President (CEO) and Board Member which he joined in 2006 as Senior Vice-President, General Director and Senior Vice-President Strategy & Commercial. He also led the Basic Element Company as Director of Sales Development - Aviation Sector and Managing Director for Aviation.

*Hrvatska Posta
Ivan Čulo, Hrvatska
Posta CEO*

Ivan Čulo joined Croatian Post in 1997 and over the past 22 years he has been involved in all processes and operations performed by the company. He climbed the corporate ladder from the position of postal traffic operator to his current CEO position, which he holds since 2017. He has been directly involved in the company's strategic business operations, as a member of Croatian Post's top management for more than 10 years. Although his scope of competence has always been associated with the company's core business, he has also been actively involved in other company projects of strategic importance.

Ivan Čulo obtained his formal higher education while working at Croatian Post, enrolling in the Faculty of Transport and Traffic Sciences in Zagreb in 1997. Having become a Master of Transport and Traffic Engineering in 2004, he continued with his education and was awarded a Master of Economics degree after completing a specialized postgraduate program at the Faculty of Economics in Rijeka in 2010. Among the numerous training programs that Mr. Čulo attended over the past decade, the successfully completed CROMA EduCare corporate governance program deserves special mention.

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THE **START-UPS**

BEEKEEPER

Alexis Darphin, Global Partner Channel Manager

Beekeeper: Empowering Frontline Workforces

Do you have a hard time keeping frontline workers in the loop with the rest of the organisation? Alexis will outline in his presentation how an internal operational communication platform for frontline workers can bridge this gap by digitising the bulletin board and by giving geographically distributed workforces and non-desk employees the power to communicate and access to the information they need.

BITFURY

Evgeniy Pavlov, Head of Sales Bitfury

Bitfury: Blockchain for Russian Post practical use cases

Bitfury developed a blockchain based solution to reduce the post mark fraud and increase the personal data privacy. Solution based on Exonum framework, that works as industrial platform ready for new services deployment across Russian Post and it counterparties.

DIAKSE

Julien Berthomier, CEO & Co-Founder

DIAKSE: How Virtual Reality, Image Recognition, and Machine Learning can help retailers and e-business website when combined together.

DIAKSE offers luxury brands, art galleries, and e-commerce companies a 3D solution to create highly realistic virtual showrooms, based on 360° photography. Our software uses artificial intelligence to detect purchasing behaviour inside virtual shops and create a personalised shopping experience for visitors who find themselves immersed in a shop where they freely move, discover the products and buy them, comfortably sitting in their favourite sofa!

facestore

Paulo BARBOSA, CEO & Co-Founder

Facestore: Closing the Gaps

Facestore is a powerful e-commerce platform which enables any company to open an online store and sell products or services directly on Facebook, Instagram or Pinterest, as well in a modern webshop and through mobile devices. With FaceStore, you can create a store inside Facebook or Pinterest and make your fans and followers your next customers. The intuitive back office allows for easy management and monitoring of all online store activity, with access to sales reports, customer management, payments, products, inventory, orders, visits statistics, marketing campaigns and other features.

THE **START-UPS**

António Fradique, CEO & Head of Product

Fuelsave: Logistics is driving the world forward

At FuelSave, we work to make the world a more efficient, safer and less polluted place to live. We develop the only mobile App that performs live training for truck drivers, using unique pairs of data, each truck-driver pair performs differently, therefore the training is individual to each one. Road Freight transportation moves everything that reaches our industries and or our homes, and it consumes 146 Billion litres per year, just in Europe. With our unique methodology, road freight companies can save up to 20% in fuel only by retraining their drivers for better performance. Carbon emissions are directly related to fuel consumption, and with our technology, we were able to reduce them by 18%.

Dariusz Nachyla, CEO, IOTA

IOTA: How busy is your postbox?

IOTA offers portable sensors installable inside a postbox (the one collecting letters to be delivered by a postal operator) that detect and count letters received. Then this data is sent wirelessly to the cloud and processed as needed. The sensors may be installed inside the postboxes long-term to provide information for letter collection logistics (no need to collect from empty postboxes) or for certain period of time to measure how busy is a given postbox, to optimise postboxes network. The sensors do not require any power supply and do not affect the postboxes in any way while being easily installable.

Stevica Kuharski, founder / CEO Locodels

Locodels: Holiday spillovers handled easily

Handling delivery spillovers using automated systems and sharing economy resources. Well organized and automated system is capable of resolving 2% to 15% of inner-city daily deliveries. How to connect to it and how to use it, learn on Locodels example.

Dariusz Mankowski – CEO

United Robots: Intelligent robots in postal logistics

How intelligent robots can increase flexibility of postal intralogistics processes.

THE **MODERATORS**

João Manuel Melo is responsible for Innovation Management within CTT's Digital & Innovation; he has been conducting I&D activities for more than 2 decades within CTT Portugal Post and led several I&D projects across the organization (ex: Hybrid Mail, Internet Kiosks, Digital Certification, EDI, etc). Nowadays he is responsible for the Innovation Management Program (Trend Analysis, Exploratory Innovation, 1520 CTT StartuProgram, Ideas Management platform and EU funded programs for leveraging I&D). He is also author of postal articles published internationally.

Timur Myaldzin leads the Russian Post innovations team, a part of Strategy department. He is responsible for innovation and digital transformation agenda, start-up and technology scouting. Timur manages the corporate accelerator of Russian Post launched in 2019.

Prior to Russian Post Timur was a consultant at KPMG Moscow. He is a graduate of Moscow State University.

Botond Szebeny is the Secretary General of PostEurop. Prior to joining PostEurop in 2009 in Brussels, Botond was the Executive Director of International Business and a member of the Executive Committee at Magyar Posta for 6 years. During that time, he also served on the Management Board of PostEurop with the responsibility of chairing the European Union Affairs Committee (EAC) of the Association. He has also led various initiatives including the UPU's Financial Committee and participated directly in the preparation of the 2008 EU Postal Directive as postal expert of EU's European Economic & Social Committee.

Derek Osborn is an enthusiastic, innovative and inspiring international business coach, trainer, facilitator and postal business expert focusing on postal strategy, human resources, market development, business excellence, customer orientation, innovation, transformation and change management as well as business improvement in all aspects of the postal sector. He is an acknowledged postal expert, with over 22 years in senior management in Royal Mail and over 19 years working internationally across the postal industry.