



FINDING VALUE IN DISRUPTION: THE NEW POST AND PARCEL INDUSTRY

VIDEO TRANSCRIPT

Threat [a person or thing likely to cause damage or danger]

Disruption [to interrupt by causing a disturbance or problem]

Future-proof [unlikely to become obsolete]

In mature markets, global parcel volumes are set to double over the next ten yearsⁱ

Competition is growing at an exponential rate as the barriers to entry disappear and industry boundaries blur

Technology giants and digital start-ups are redefining expectations, setting the benchmark for all players

The battle for the last mile has never been so fierce

Gaining a competitive edge has never been so significant

Post and parcel organizations are facing an increasingly challenging environment

How will you stay ahead?

The digital revolution is changing the way we live.

Purchases take place anywhere, anytime, and in real time

mCommerce is the new eCommerce. In 2018 50% of purchases are expected to be made on a mobileⁱⁱ

Service and Price are the priority. Loyalty has become a myth

And 86% of customers now view delivery as part of the online buying experienceⁱⁱⁱ

As incumbent players struggle to meet customer expectations, others are finding ample opportunity to gain market share

The last mile has become the startup battlefield

Of the startups with >\$100M in funding 25% are now in the last mile^{iv}

Legacy is no longer a means of success, over 50% of the FTSE 100 are new players compared to 15 years ago^v

By 2020...

There will be 10 million self-driving cars on the road^{vi}

3D printing is expected to quadruple globally to \$20B bringing production closer to the consumer^{vii}

Technology is advancing at an exponential rate

By 2025, 80% of all parcels will be handled by autonomous vehicles, drones and lockers^{viii}

Incumbents are under threat and the industry is ripe for disruption

“If the rate of change on the outside exceeds the rate of change on the inside, the end is near”

- Jack Welch, Former General Electric CEO^{ix}

How will you find value in disruption?

accenture.com/PostandParcel

ⁱhttps://www.mckinsey.com/~media/mckinsey/industries/travel%20transport%20and%20logistics/our%20insights/how%20customer%20demands%20are%20reshaping%20last%20mile%20delivery/parcel_delivery_the_future_of_last_mile.ashx

ⁱⁱ <https://www.outerboxdesign.com/web-design-articles/mobile-ecommerce-statistics>

ⁱⁱⁱ <http://www.mytotalretail.com/article/amazon-forcing-retailers-speed-deliveries/>

^{iv} Source: CB Insights, Accenture analysis

^v <https://www.theguardian.com/business/2015/feb/25/ftse-100-companies-1999-2015>

^{vi} <http://www.businessinsider.com/report-10-million-self-driving-cars-will-be-on-the-road-by-2020-2015-5-6?IR=T>

^{vii} <https://www.wired.com/2015/06/how-3d-printing-could-transform-a-20-billion-industry/>

^{viii} <https://www.google.com/amp/s/amp.businessinsider.com/ford-ceo-driverless-cars-logistics-will-be-enormous-opportunity-2018-1>

^{ix} <http://www.ceotoceo.com/jack-welch-got-it-right-even-for-customers/>