THE NEW DELIVERY REALITY

Achieving High Performance in the Post and Parcel Industry 2016
It’s now a decade since Accenture started producing these annual reports about the post and parcel industry and I can confidently say that the industry isn’t just surviving, it’s stronger than ever.

Many mail businesses are profitable; many more are making a real success of parcels delivery. And while digital technologies can disrupt, their potential to deliver innovation-led growth is where the next wave of success will be found.

But these organizations must act fast. New technology and capabilities are driving real changes in the way consumers behave and their expectations. They are also creating new competitors that use their digital foundations to smash through previous barriers to entry.

At the heart of all this there’s delivery. Growing eCommerce popularity is evolving free shipping into a competition-slayer—a free and fast last mile. Less than five years ago we never thought we’d see same day delivery offered broadly and at no cost to the consumer. But it’s here and it begs the question—what next?

All of this change points toward a very different delivery landscape—one in which digital plays a far more important role. This delivery reality demands more speed and features at less cost. It relies on data used in new ways to fundamentally alter long-standing practices and models. Faced with what’s happening in retail, delivery, and marketplaces, that change really can’t come soon enough.

I’ve spent 18 years in the postal industry and I can honestly say there’s never been a more exciting time to be a post and parcel player. I hope you enjoy finding out how you can capitalize on the new delivery reality.
A DECADE OF POST AND PARCEL INDUSTRY INSIGHTS

Accenture in-depth research has identified the four, critical dimensions of high performance in the post and parcel industry:

• Defend the core business
• Grow the parcels opportunity
• Diversify selectively
• Transform into a digital business.

As the industry battles disruption, high-performing companies are seizing the new growth engine of parcels while making their existing mail businesses more profitable. But to succeed in the long term, post and parcel companies must continuously reinvent themselves to achieve excellence in all four dimensions of post and parcel high performance.
STATE OF THE POST AND PARCEL INDUSTRY
DIGITAL IS RESHAPING THE INDUSTRY

Powerful digital trends continue to reinvent the post and parcel industry. Technology-driven innovations redefine products, realign customer expectations and reshape the competitive landscape. As retail shifts toward digital, post and parcel organizations are reengineering their core businesses to meet the new reality of rapidly growing B2C parcel delivery.
Technological trends:

- Autonomous Vehicles
- Smart Robotics
- Telematics
- Data Analytics
- Mobility
- Artificial Intelligence
- Internet of Things
- Blockchain
- Cloud
- Sensors and Beacons

Data management and security

Digital product demands

Operational flexibility

Enhanced customer experience

Changing consumer expectations

Cost reduction pressure

New competition

Defend the core

Grow parcels

Diversify selectively
The flow of capital into this sector has dramatically increased over the last few years. The impact is being seen especially in last mile delivery. In contrast to the fixed-cost, company-owned asset model of incumbents, start-ups are using partnership or crowdsourced technology-driven models to disrupt the value chain.

Information-driven and rooted in the platform or sharing economy, these start-ups are inherently nimble and “asset lite” which enables them to be experience- versus efficiency-focused. They operate anywhere, at a fraction of the cost, using data and analytics to coordinate complex networks. Fueled by a low cost of capital, these start-ups are able to innovate at pace with eCommerce demand. Post and parcel players are just starting to embrace these innovative business models—but they cannot afford to delay.

Venture capital funding supply chain and logistics start-ups

2013: US$266M  
2016 (Q1): US$1.75B
**ONIBAG CASE STUDY**
Recent entrant Onibag has created a next day network across 70 cities in the United States—without owning a single vehicle or building. It crowdsources first and last mile services and then uses spare capacity on the national bus system for transport. This model helps to enable Onibag to charge less than half of its competitors while making significantly more profit.

**VENTURE CAPITAL-FUNDED START-UPS ARE REINVENTING DELIVERY**

<table>
<thead>
<tr>
<th>Year</th>
<th>eCommerce enablement</th>
<th>Supply chain and logistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>312</td>
<td>266</td>
</tr>
<tr>
<td>2014</td>
<td>441</td>
<td>388</td>
</tr>
<tr>
<td>2015</td>
<td>424</td>
<td>1,202</td>
</tr>
<tr>
<td>2016 Q1</td>
<td>17</td>
<td>1,753</td>
</tr>
</tbody>
</table>
Incumbents are investing at a record pace

Industry capital expenditure has grown more than 40% from 2013 to 2015 as post and parcel organizations make significant investments in increased capacity, new capabilities and diversification to keep up with eCommerce-driven change and demand.

Some are spending as much as one-third of their revenues on major internal or external projects. Almost all are investing in additional capacity to accommodate eCommerce growth, especially for peak periods.

Merger and acquisition activity is also high. Unlike the last 15 years, acquisitions are now smaller and more specialized.

Acquisitions are being made around logistics and transportation, parcels and express, technology and software, financial services, and mail.

Capital expenditure as a percentage of revenue

2013: 3.7%  
2015: 5.1%
INCUMBENTS ARE INVESTING AT A RECORD PACE

Capital expenditure trends 2012 to 2015
Aggregate capital expenditure* EUR€m

<table>
<thead>
<tr>
<th>Year</th>
<th>Capital Expenditure (EUR€m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>10,937</td>
</tr>
<tr>
<td>2013</td>
<td>10,812</td>
</tr>
<tr>
<td>2014</td>
<td>13,046</td>
</tr>
<tr>
<td>2015</td>
<td>15,665</td>
</tr>
</tbody>
</table>

* Measured at 2012 exchange rates

2013: +41% versus 2012
2014: +41% versus 2013
2015: +41% versus 2014

-1% change from 2014 to 2015
ECOMMERCE IS POLARIZING DELIVERY

Changing retailer and consumer behaviors affecting the eCommerce logistics chain are polarizing delivery—at one end, a global direct model; at the other, hyper-local delivery. Simultaneously, the use and importance of a robust domestic, national network is being reduced.

**Increasingly, consumers are shopping beyond their borders.** Ubiquitous eCommerce is leading to significant growth in cross-border volumes. Consumers are less concerned about where the goods come from and more interested in what they are priced and when they will arrive.

In response **67% of all merger, joint venture and acquisition transactions in 2015 occurred outside the player’s domestic country,**¹ mainly to supplement “missing” eCommerce capabilities in such areas as warehousing or fulfillment technology.

**The battle for the last mile is fiercer.** Online retailers are investing in customer proximity as they seek to accelerate delivery speed and reduce delivery cost. They use free, fast delivery as a competitive differentiator to take eCommerce market share. These dynamics create greater demand for last mile services and erode a significant barrier to entry—the cost of building and maintaining an end-to-end network.

**Global eCommerce growth 2016 to 2020**

- Domestic and international: **20.2%**²
- International only: **25.5%**³
AMAZON PRIME NOW HUBS
As of 2016, there were 58 Amazon Prime Now hubs in the US, stocking high velocity items for same day delivery and offering one to two hour delivery to more than 77.6 million consumers. Amazon is also opening Prime Now hubs in Germany, Spain and Italy.

RETAILERS EXPAND ACROSS THE SUPPLY CHAIN
Increasingly, Alibaba, Amazon and Walmart are focusing on the first and middle mile. Walmart and Alibaba have begun leasing shipping container space to transport manufactured goods from China to North America. Alibaba offers this capacity to third-party merchants. Retailers and marketplaces are taking such measures to secure much-needed capacity and to lower overall cross-border transportation costs.
PARCEL VOLUMES GROW BUT PRICING POWER DECLINES

In a healthy growth market like eCommerce shipping, yield should be increasing and creating pricing opportunities. Instead, revenue per package is flat globally—declining 0.5% from 2013 to 2015. While many factors are at play, the race for capacity and the emergence of new entrants is impacting yield.

Our research shows growing marketplace dominance is impacting yield, as volumes from small and medium shippers move into marketplace models. As marketplaces increase market share, they demand better service at lower prices which depresses yield.

98% of online retailers use at least one marketplace as a channel.

80%+ of online retailers receive at least 40% of their revenues from marketplaces.8

Top three global marketplaces’ General Merchandise Value growth between 2010 and 20159

CAGR: 48%
**PARCEL VOLUMES GROW BUT PRICING POWER DECLINES**

Changes to parcel volume, revenue and yield CAGR 2013 to 2015

<table>
<thead>
<tr>
<th>Year</th>
<th>parcel volumes growth</th>
<th>Parcels revenue growth</th>
<th>Revenue per package</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2013</td>
<td>2014</td>
<td>2015</td>
</tr>
<tr>
<td>Parcels volume growth</td>
<td>17,347</td>
<td>18,160</td>
<td>19,437</td>
</tr>
<tr>
<td>CAGR</td>
<td>5.9%</td>
<td>8.0%</td>
<td>3.7%</td>
</tr>
<tr>
<td>Parcels revenue growth</td>
<td>117,035</td>
<td>122,503</td>
<td>128,576</td>
</tr>
<tr>
<td>CAGR</td>
<td>4.8%</td>
<td>7.1%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Revenue per package</td>
<td>5.17</td>
<td>8.33</td>
<td>5.17</td>
</tr>
</tbody>
</table>

-0.8%  -0.3%  8.28

- Postal players
- Integrators
MAIL VOLUMES DECLINE BUT AVERAGE PROFITABILITY IS UP

Today, the world sends 100 billion fewer letters than a decade ago.

In 2015, total mail volume declined by 2% globally, significantly lower than the 6.3% total volume decline between 2007 and 2010. This number is markedly skewed by a few large players with relatively modest declines. The average mail volume decline was 4.5% for 2014 to 2015. Consistent transactional mail volume decline has been offset by the continuity of small gains in advertising mail volumes.

Many postal organizations benefit from strong mail profitability, with the average mail profitability in 2015 being 6.8%. Streamlining and modernization of their mail operations, and a recent focus on price increases, has helped to secure that profitability. In some cases, better margins are the result of dramatic price increases as our research shows postal organizations are testing mail elasticity.

Mail pricing annual growth in Europe

<table>
<thead>
<tr>
<th></th>
<th>2010-2013:</th>
<th>2013-2016:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5%</td>
<td>11%</td>
</tr>
</tbody>
</table>
MAIL VOLUMES DECLINE BUT AVERAGE PROFITABILITY IS UP

Mail volume decline and forecast 2005 to 2019

Global mail volumes in aggregate, in billions of items
DIVERSIFICATION DRIVES GROWTH—
BUT TESTS PROFITABILITY

Our analysis shows diversification is an important
driver of revenue growth for post and parcel
organizations. Expansion across the logistics supply
chain adds revenue while leveraging existing assets
and skills to improve utilization. There is synergy in
these investments, as broader logistics capabilities
fill last mile networks to improve the profitability
of both business units.

Investment continues in payment and financial
services capabilities—providing new sources of revenue
with higher profitability. Financial services
diversification remains the most profitable and
the fastest growing diversification strategy for
the industry as postal organizations in particular seek better utilization of their vast retail assets.

No one-size-fits-all in diversification. Post and parcel organizations have a competitive advantage from their ubiquitous network. But with higher than average cost of labor, they need to find offerings that fit their commercial structure, while introducing lower cost and flexible labor to enable new business models.

Revenue growth 2013 to 2015

Mail: −US$2B

Non-mail: US$14B^{10}
DIVERSIFICATION DRIVES GROWTH—BUT TESTS PROFITABILITY

Segment profitability 2015

Operating margin [2015, %]

- Mail median 7.7%
- Parcels median 4.8%
- Logistics median 4.6%
- Financial Services (FS) median 14.9%
HIGH PERFORMER HIGHLIGHTS
5 SUCCESSFUL STRATEGIES DETERMINE HIGH PERFORMANCE

1. Drive superior value
2. Make mail profitable
3. Enable eCommerce
4. Accelerate smart diversification strategies
5. Adopt a commercial mind-set
1 HIGH PERFORMERS DRIVE SUPERIOR VALUE

GROW REVENUES 2.82X FASTER than middle and bottom performers combined, generally driven by a smart blend of acquisition and organic growth. High performers deliver value while driving scale.

USPS has realized an average annual sales growth of more than 20% since 2012, driven by investments in predictive analytics and best-in-class CRM Cloud technology.¹³

DRIVE GROWTH AT HIGH MARGINS with an average overall EBIT of 11.8%, significantly higher than the 0.3% of bottom performers.

From 2014 to 2015, Poste Italiane managed not only to grow revenues 7.9% but also increase its EBIT by 20.1%.¹¹

DELIVER BETTER RETURN ON CAPITAL by relentlessly pursuing value. High performers create value with their invested capital at nearly three times the rate of the next group.

SingPost has been successful at driving profitable growth by making major acquisitions; in 2015 revenue growth was 25.6% and EBIT margin 17.3%.¹²
HIGH PERFORMERS DRIVE SUPERIOR VALUE

Overall revenue growth by performance group

**CAPITAL SPREAD IN 2015 (ROIC – WACC*)**

<table>
<thead>
<tr>
<th>Performance Group</th>
<th>ROIC in 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top 10</td>
<td>5.7%</td>
</tr>
<tr>
<td>Middle 10</td>
<td>1.9%</td>
</tr>
<tr>
<td>Bottom 11</td>
<td>-16.1%</td>
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</tbody>
</table>

*ROIC – WACC (Return On Invested Capital – Weighted Average Cost of Capital)

Measured at 2012 exchange rates
HIGH PERFORMERS MAKE MAIL PROFITABLE

DRIVE HIGHER OPERATIONAL EFFICIENCY AND UTILIZATION

They aggressively move packets onto their mail network and continue to invest in automation. Some shift to a single mail and parcel network while others slow mail to create more consistent volumes.

Investments in automation and network realignment have placed Canada Post’s multi-year postal transformation on track to surpass its planned CAN$250M (US$185M) in annual savings.14

APPLY SMART PRICING

They use aggressive price increases, averaging above 10.5% CAGR between 2013 and 2016, to offset mail volume declines.15

Australia Post increased the price of a stamp from 70 cents to 1 dollar while also introducing a priority label to accelerate delivery for 50 cents more.16

Strategic pricing unique to each of its brands has enabled Austrian Post Group to maintain volume with high profitability (19% EBIT in 2015).17

INNOVATE TO REINVENT THE MAIL SERVICE

They focus less on declining mail revenues and more on adding value to mail. They develop unaddressed and addressed admail products, undertake data-driven marketing with online geo-targeting tools and invest in digital enhancements to mail.

Royal Mail Data Services uses data and analytics to create targeted marketing campaigns that improve mail value and ROI.18
2 HIGH PERFORMERS MAKE MAIL PROFITABLE

Mail volume and revenue change from 2014 to 2015, in percentages

Mail volume change from 2014 to 2015

-6 -5 -4 -3 -2 -1 0 1 2

Top 10  Bottom 11  Middle 10

-5.2  -3.7  -4.2  -1.7  -5.4

Mail revenue change from 2014 to 2015

<table>
<thead>
<tr>
<th></th>
<th>Top 10</th>
<th>Middle 10</th>
<th>Bottom 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>EBIT in 2015</td>
<td>15.9%</td>
<td>8.7%</td>
<td>-9.4%</td>
</tr>
<tr>
<td>Median Mail Pieces</td>
<td>101,218</td>
<td>81,265</td>
<td>82,250</td>
</tr>
</tbody>
</table>

Mail volume and revenues change (average of individual company changes)
HIGH PERFORMERS ENABLE ECOMMERCE

GROW REGARDLESS OF MARKET COMPETITION
They capture more than their fair market share of the B2C growth engine.

PARCELS REVENUE CAGR OVER 5 YEARS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Top 10</td>
<td>12.0%</td>
</tr>
<tr>
<td>Middle 10</td>
<td>5.2%</td>
</tr>
<tr>
<td>Bottom 11</td>
<td>4.4%</td>
</tr>
</tbody>
</table>

Australia Post and Canada Post have invested in strong domestic capabilities and command market shares of approximately 75% and 66% respectively in B2C.¹⁹

TARGET CROSS-BORDER DELIVERY
In particular, postal players run a highly-focused, international strategy to achieve nearly twice as much revenue from outside their domestic boundaries as other performers—across all products.

Japan Post’s acquisition of Toll for US$4.9 billion gives it significant presence in cross-border logistics and serves as a foundation for its growth aspirations in Asia.²⁰

FOCUS ON THE RECIPIENT
They give consumers control over delivery by offering flexible delivery and returns while using consumer data to improve the delivery experience and efficiency.

UPS My Choice has 29 million subscribers across 16 countries.²¹

7/10 high performers have or are planning a platform that focuses on the recipient vs 3/11 bottom performers.
HIGH PERFORMERS ENABLE ECOMMERCE

Parcel revenue growth by performance group, in percentages

- **Top 10**
  - 1-year revenue growth 2014 to 2015: 9.2%
  - 3-year CAGR revenue growth: 5.9%
  - 5-year CAGR revenue growth: 0.9%

- **Middle 10**
  - 1-year revenue growth 2014 to 2015: 9.7%
  - 3-year CAGR revenue growth: 4.9%
  - 5-year CAGR revenue growth: 2.4%

- **Bottom 11**
  - 1-year revenue growth 2014 to 2015: 12.0%
  - 3-year CAGR revenue growth: 5.2%
  - 5-year CAGR revenue growth: 4.4%

Percentage of revenue outside headquartered country, 2015

- **Top 10**
  - 1-year revenue growth 2014 to 2015: 20.9%
  - 3-year CAGR revenue growth: 19.9%
  - 5-year CAGR revenue growth: 19.6%

- **Middle 10**
  - 1-year revenue growth 2014 to 2015: 19.6%
  - 3-year CAGR revenue growth: 9.6%
  - 5-year CAGR revenue growth: 9.6%

- **Bottom 11**
  - 1-year revenue growth 2014 to 2015: 15.5%
  - 3-year CAGR revenue growth: 7.5%
  - 5-year CAGR revenue growth: 7.5%

1-year revenue growth 2014 to 2015
3-year CAGR revenue growth
5-year CAGR revenue growth
Post and parcel players
Postal operators only
HIGH PERFORMERS ACCELERATE GROWTH WITH SMART DIVERSIFICATION STRATEGIES

DRIVE SYNERGIES IN LOGISTICS
They gain economies of scale through capacity and infrastructure, creating low marginal costs for incremental business and delivering high eCommerce density. 

*FedEx completed the acquisitions of Bongo International, GENCO and TNT Express over the last two years, adding additional eCommerce logistics capabilities.*

EXPAND FINANCIAL SERVICES
They deliver strong financial services’ revenue growth of 7% (between 2013 and 2015) while also driving strong profitability of 14.9% in 2015. These services help to sustain the cost of the retail network.

*Less than 15 years after launching Kiwibank, financial services and banking at New Zealand Post represents 88% of all net profits.*

DIVERSIFY THROUGH ACQUISITION
They react more rapidly to the market through M&A—adding new capabilities or capacity more quickly than can be achieved organically. They account for nearly 50% of all M&A activity with more than 3x the M&A activity of lower performers.

*La Poste has been the most active in M&A activity over the last 5 years, closing 35 deals since 2011.*

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22
23
24
High performers accelerate growth with smart diversification strategies.

Number of mergers, acquisitions and joint ventures from 2011 to 2015:

- **Top 10:**
  - Domestic: 34 (32%)
  - Foreign: 67 (63%)
  - Unspecified: 6 (6%)

- **Middle 10:**
  - Domestic: 41 (50%)
  - Foreign: 36 (44%)
  - Unspecified: 5 (6%)

- **Bottom 11:**
  - Domestic: 15 (45%)
  - Foreign: 18 (55%)
  - Unspecified: 0 (0%)

**Diversification (non-mail) revenue growth 2014 to 2015:**

- **Top 10:** 9.5%
- **Middle 10:** 4.9%
- **Bottom 11:** -0.1%

High performers have diversified into logistics, achieving an average operating margin for logistics activities of 4.8%.
5 HIGH PERFORMERS ADOPT A COMMERCIAL MIND-SET

FOCUS ON THE MARKET
They focus on the question “what do customers want?” as opposed to “what will the regulator let us do?”

**USPS** retained more than US$550M last year by using analytics to predict customer defection before it happens, and proactively reaching out to specific customers with a targeted service message.²⁵

DRIVE SHAREHOLDER VALUE
They are able to deliver true value creation reflected in cash or stock growth that is returned to shareholders.

**DPDHL** has a strong value driven culture leading to the best shareholder return in the industry.²⁶

CREATE A PROFIT-LED CULTURE
They create a profit-led culture using privatization as a catalyst to reorient performance management and investment strategies to a profitability mind-set.

THE IMPACT OF PRIVATIZATION

<table>
<thead>
<tr>
<th></th>
<th>2 YEARS BEFORE</th>
<th>2 YEARS AFTER²⁷</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year-on-year revenue growth</td>
<td>0.36%</td>
<td>6.05%</td>
</tr>
<tr>
<td>Average EBIT</td>
<td>5.19%</td>
<td>9.74%</td>
</tr>
</tbody>
</table>

8/10 are privatized
Total return to shareholders, 2011 to 2016

Amazon 3.7
DPDHL 2.4
Aramex 2.2
bpost 2.0
Yamato 1.9
Austria Post 1.9
FedEx 1.8
SingPost 1.8
S&P 500 1.7
CTT 1.7
UPS 1.6
S&P Transportation 1.6
Poste Italiane 1.1
Royal Mail Group 1.1
TNT 0.8
Japan Post 0.8
PostNL 0.6
BEING A DIGITAL ORGANIZATION

Digital is the fourth strategic priority that underpins and informs the other three and demands a balanced approach across three actions: drive efficiency, digitize delivery and create new revenue.
BE A DIGITAL ORGANIZATION

DIVERSIFY SELECTIVELY

DRIVE EFFICIENCY
Used to prove digital to the board and free up capital for other investments.

DIGITIZE DELIVERY
Used to prove digital capability publicly to change brand perception.

CREATE NEW REVENUE
Used to deliver growth but requires capital, board buy-in and a digital brand image.

GROW PARCELS

DEFEND THE CORE
The Accenture digital performance index shows how digital investments are positioning companies for growth, identifies the gaps required for digital transformation and assigns post and parcel organizations to one of four categories:

1. **Digital high performers** (strong digital and financial performance)
2. **Digital leaders** (strong digital capabilities not yet delivering financial value)
3. **Traditional leaders** (strong financial performance without digital)
4. **Digital contenders** (companies with the potential to improve their financial performance with the right digital investments).

Our research shows the post and parcel industry is in the midst of digital transformation, but has yet to reap the full rewards. This will change over the next two years. Evolving consumer expectations that will demand data-driven, more personal services, for example, will require new digital capabilities. Digital investments will also underpin the operational efficiency and cost saving programs necessary for continued profitability improvements. Post and parcel organizations are just beginning to realize the financial rewards of digital but our research shows those investments are creating the foundation for future growth.
Accenture digital performance index

Prioritized digital, awaiting rewards
Companies made significant progress in digital capabilities, working to translate that into financial results

Got by without digital
Companies have survived in the past without building up digital capabilities

*Note: Taken from the Accenture Digital Performance Index which researched 343 companies across eight industries.

Achieving high performance in the digital world
Companies with both strong digital performance and financial performance

Maintained financial strength with legacy
Companies have achieved strong financial performance without prioritizing digital

Digital versus financial performance

- **Digital leaders**: 18% (60% of companies)
  - **Postal**: 10%
- **Digital high performers**: 6% (6% of companies)
  - **Postal**: 6%
- **Digital contenders**: 60% (61% of companies)
  - **Postal**: 61%
- **Traditional leaders**: 16% (23% of companies)
  - **Postal**: 23%
Post and parcel organizations score well in terms of a stated digital strategy but less well for investing and implementing digital across their organizations. Enabling digital capabilities can future-proof an organization’s corporate strategy.

**Digital Index Findings in Brief**

- **90%** Include digital in their strategy.
- **48%** Aim to offer an integrated physical and digital shopping and information-gathering experience.
- **51%** Are using digital technologies to change their product development process.
- **27%** Have a dedicated budget for digital transformation, despite a majority identifying digital as part of their market expansion strategy.
- **13%** Significantly* optimize customer targeting with digital technologies. (*Scores ≥ 3)
- **35%** Have open innovation initiatives.
There are some distinct and emerging opportunities that can create a significant impact on post and parcel industry performance.
ARTIFICIAL INTELLIGENCE: A NEW FACTOR OF PRODUCTION

AUGMENT LABOR AND CAPITAL
AI can automate simple or oft-repeated tasks enabling workers to focus on value-added tasks in areas such as customer service, automated parcel tracking and exception handling, which could result in significant cost savings.

OPTIMIZE THE NETWORK
Algorithms can quickly analyze volumes of data to identify patterns not visible to the naked eye—traffic information, weather events, or Twitter feeds. AI self-learns, creating continuously improving processes and efficiency.

ANTICIPATE CUSTOMER BEHAVIORS
Services could be designed to anticipate delivery changes. By building customer data into “consumer genomes”—living profiles of preferences, behavior, motivations and needs—parcel delivery can go beyond giving customers choice to understanding why they make those choices and anticipating behavior, lowering costs while delighting customers.

AI bots will power 85% of all customer service interactions by the year 2020\(^30\)

AI market by 2020
US$5.05B\(^31\)
AUTONOMOUS VEHICLES WILL CHANGE THE POST AND PARCEL INDUSTRY IN TWO WAYS

Transport utilization will improve
Air or ground-based autonomous vehicles can be available for delivery 24/7, enabling radically different utilization profiles.

Transport costs will radically reduce
Labor costs associated with transport will decline (or be eliminated) leading to drastic cost reduction. The changes will begin with line haul—Uber’s Otto division made the first autonomous delivery in the United States in October 2016.32

While autonomous vehicles can find a location, or a person, some challenges around secure delivery must still be resolved, such as last meter management or vandalism risks.

By 2020
10 million
Forecasts say that there will be more than 10 million cars with self-driving features globally.33
CONVENIENCE IS THE NEW LOYALTY
As retailers use the delivery experience to compete for and retain customers, improving the consumer delivery experience with features like control of parcel delivery will be key to unlocking loyalty.

65% of consumers globally consider the ability to change delivery instructions an important factor when selecting a delivery company.\textsuperscript{34}

ECOMMERCE RETURNS AS A DIFFERENTIATOR
The evolution of eCommerce forces delivery companies to develop new capabilities to fit with the dynamic resolution of returns. Turning returns into a value capability instead of a “necessary evil” creates differentiation as an eCommerce delivery partner.

79% of eTailers place returns capabilities among the most important criteria when evaluating a delivery provider.\textsuperscript{35}

INTERCONNECTED ECOSYSTEMS
Retail competition is focusing on delivery models that are free, fast and convenient. The lines are blurring between retailers and shippers. Solutions that tie retail demand with shipper supply and optimize the ecosystem will become more important as capabilities mature.

68% of retailers say that a direct consumer to shipper relationship is one of their top three priorities.\textsuperscript{36}
THE POWER OF PERSONALIZATION

The dramatic improvement and growth in mobile advertising has the potential to disrupt direct mail. It is less expensive than traditional advertising mail and offers a totally different and far more personalized experience—radically changing the potential effectiveness of advertisements.

With smartphones serving as life management devices, it will become more important to make mail relevant on these devices. Postal organizations have an opportunity to tie digital, mobile content to their physical products to create a new consumer channel.

60% of global digital advertising spend by 2018 will be attributable to mobile, which will overtake desktop advertising in 2017.

Print advertising losing share to digital advertising

*Print includes newspapers and consumer magazines

Global advertising shares by category (%)

- Digital
- Television
- Audio
- Cinema
- Out-of-home
- Print*
FOSTERING DIGITAL TRUST

Digital technologies have opened up new business models and opportunities, but also introduced new risks—valued assets become less tangible, more distributed, and more vulnerable to cyber threats. As post and parcel organizations store greater quantities of more sensitive data, their security capabilities must mature.

The digital enterprise must foster a culture of security that enables digital trust. Digital trust represents secure, transparent relationships and engagement between the enterprise and its employees, partners, and customers.

50% of consumers globally are confident that their national postal operator keeps their personal information private and secure.38

48% of cybersecurity professionals from large enterprises believe management views cybersecurity as an unnecessary cost.

76% of enterprise security professionals believe they need to improve their ability in threat and vulnerability assessments.
Our analysis is based on publicly available information, content published by post and parcel organizations and Accenture industry knowledge and experience.

As in previous years, we have used a quantitative model to assess financial performance and a qualitative model to determine the drivers of high performance. Our methodology is based on the value of discounted cash flows to shareholders, or economic value added (EVA®) and the total shareholder return (TSR).

We measured high performers based on a comparison of metrics across six different elements and created a scorecard identifying which organizations performed above average within the industry. Comparative analysis was adapted to account for government ownership of the majority of postal organizations.

We also adjusted our methodology to normalize reported numbers for non-recurring items and for pension obligations, included a calculation of the return on invested capital (ROIC), and undertook deeper research into diversification.
### Thirty-one post and parcel operators

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<th>ORGANIZATION</th>
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<td>Austrian Post Group</td>
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<td>UPS</td>
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<td>Yamato</td>
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