



Postman 3.0: Digital transformation

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Evolution of the postman

0.0



1.0

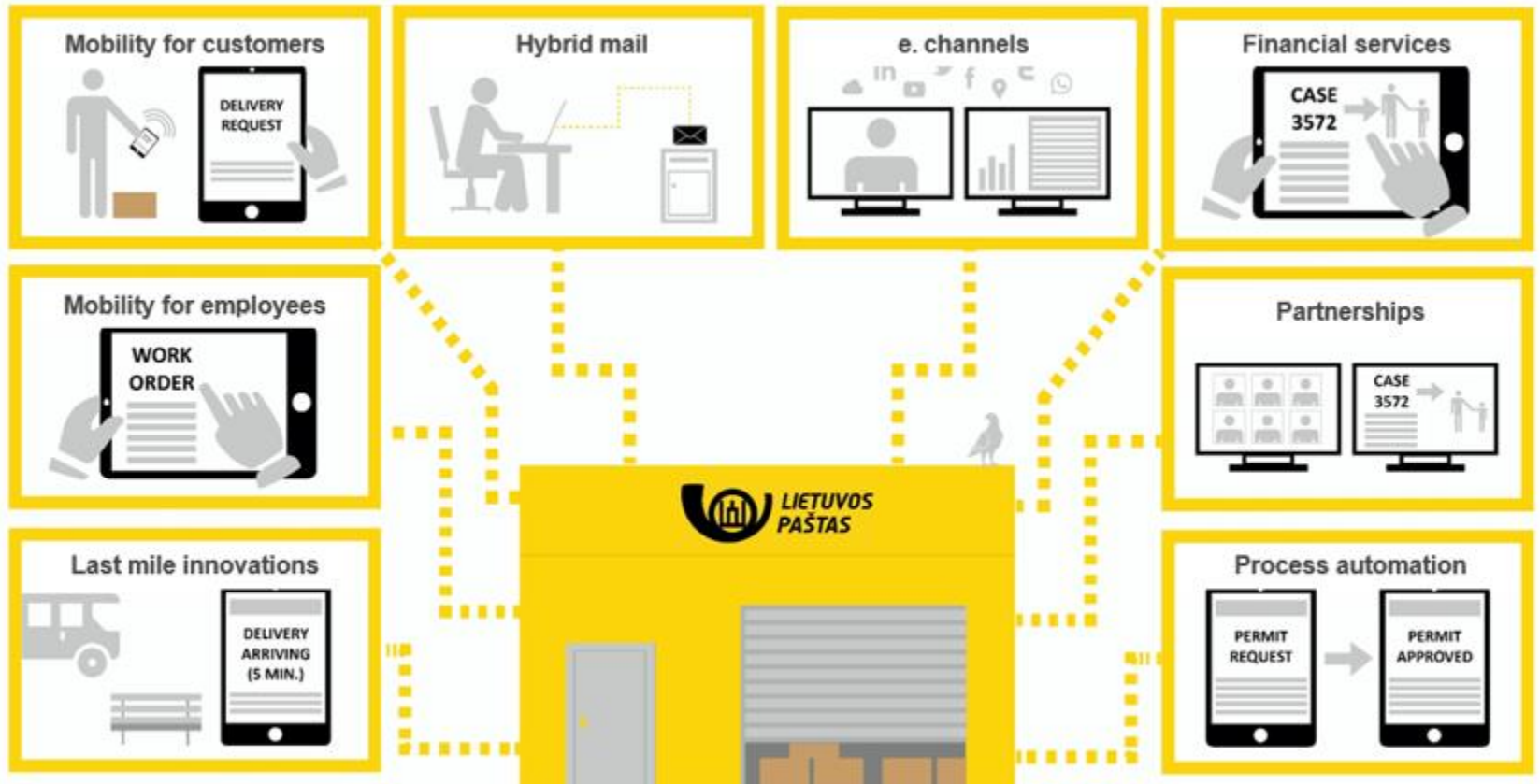


2.0



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External trends



Internal trends



50 %

– the percentage of the population that moved away from rural areas since 1989



from **39.2** to **43.1** years

– ageing of the Lithuanian society from 2007 until 2016 (resulting in higher numbers of persons with mobility disabilities)



10 %

– reduction of the scope of the postal services delivered in real areas from 2014



7 out of **10**

– the number of rural postal services that are already provided in the home by postmen



2-4 hours

– the average number of working hours in rural post offices



– ineffective postal infrastructure



– no computers in the workplaces



– low salaries of the staff

Necessity for 3rd generation



Main principles

Improvement of postman's professional skills



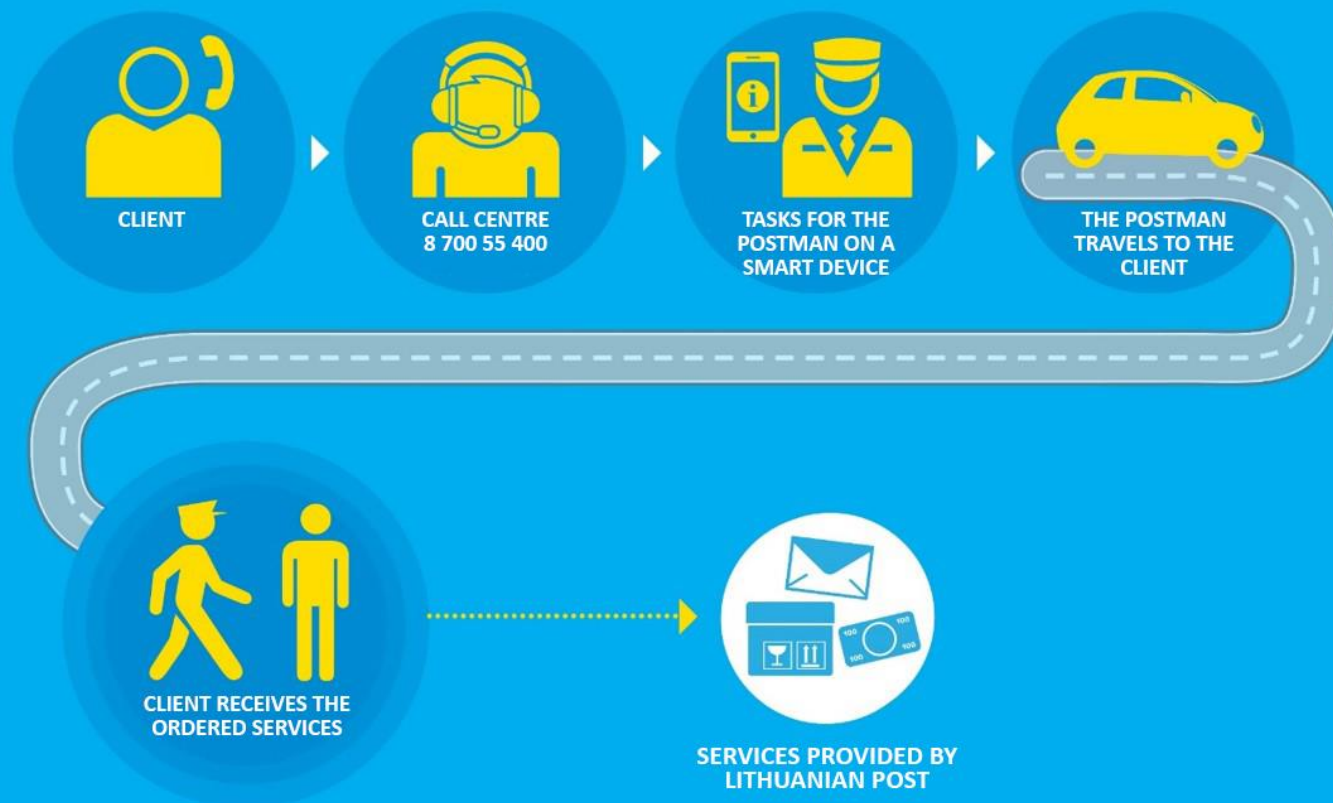
Flexible and paperless services and processes



Social responsibility



Operating model of the mobile postman



Equipment



Company car



Tablet and a special app



Portable receipt printer



Mobile telephone



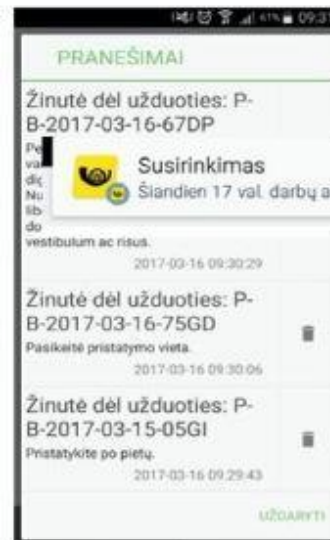
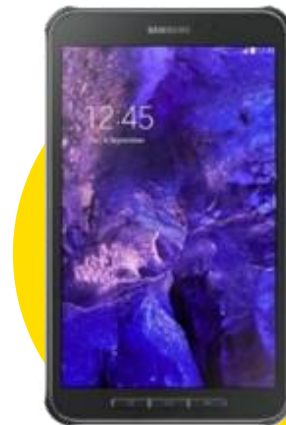
Weighing scales



Bag for working tools

Tablet with an app

- Daily tasks
- Services
- Routing
- Reports



Professional skills



IT literacy

- **383** employees trained
- Combined training duration – **52 days** or **310 hours**



New processes & services

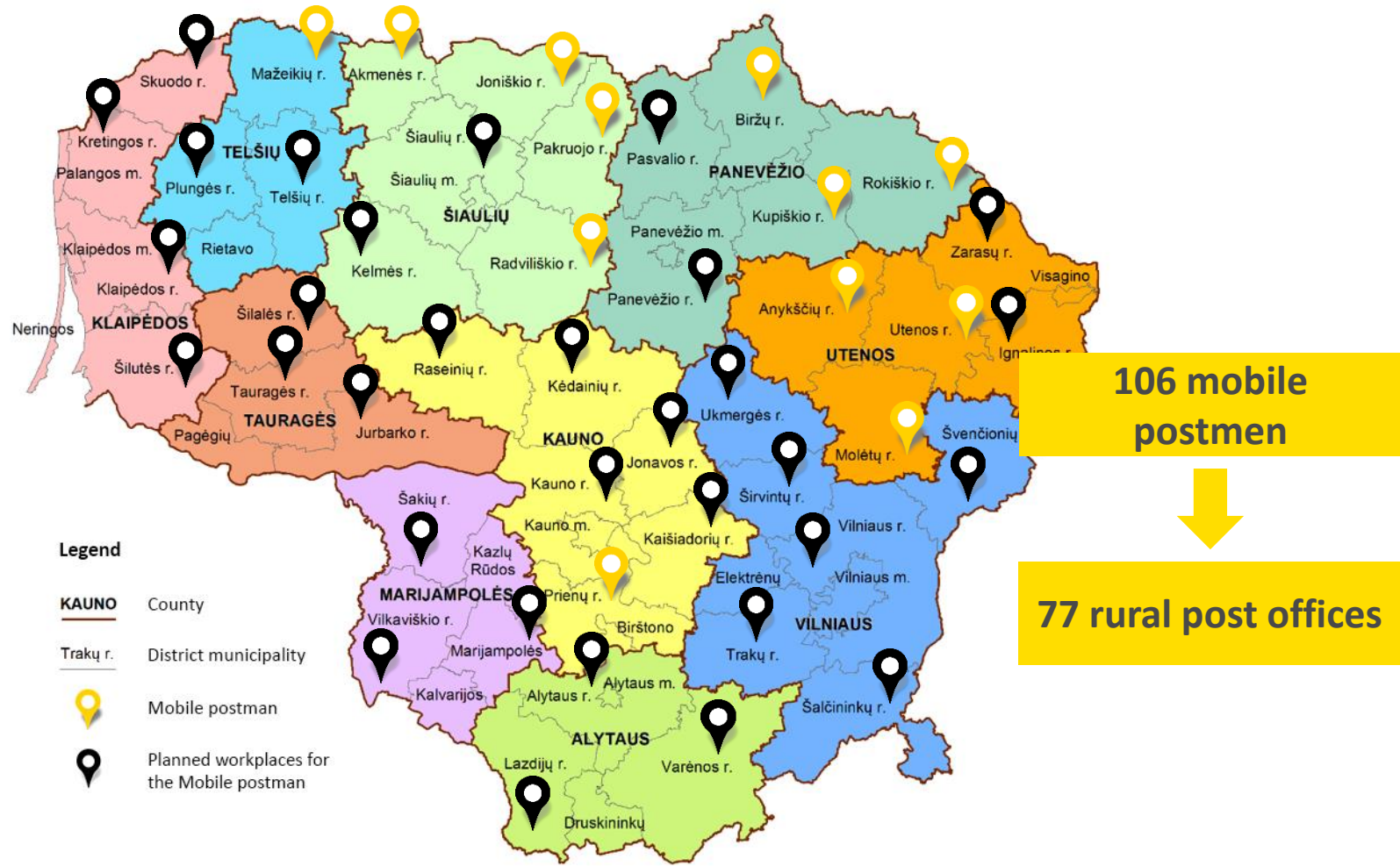
Investment

1.05 million EUR

- Tablets
- Portable printers
- Software and other work tools
- Training



Operating map of the mobile postmen



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Clients

83% of the respondents rated the mobile postman service as “**very good**” and “**good**”



Benefits

For employees

- New competencies and skills
- Assistance in providing services
- FTE 0.6 → 0.9
- + salary

For clients

- Availability 2-4 → 8 hours
- Improved delivery
- Wider services portfolio

For the company

- Nearly 7 million euros of costs saved in 4 years
- 15 percent increased efficiency
- Quality controls and more efficient work