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# Customer experience drives the new era of logistics solutions

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# Who drives the game



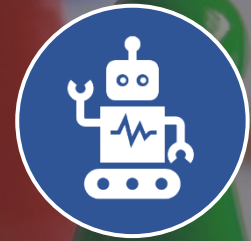
Customers  
Consumers



Space  
+ Resources  
Cost



Affordable  
Automation



Trends and  
Innovation



# Who drives the game



Consumers -  
Customers



## What makes consumers happy?

- ➔ Stock always available – The right product
- ➔ The right price
- ➔ The right packing
- ➔ Free shipping
- ➔ Easy returns
- ➔ Same day delivery – The right time

# How to win the consumer



Warehouse  
Consumers -  
Customers

## What makes consumers happy?

- ➔ Stock always available –The right Product
  - Warehouse Visibility
  - No inventory errors
  - Stock allocation
  - Stock rules
  - Seasonality rules
  - Drop shipments

# How to win the consumer



Warehouse

## What makes consumers happy?



The right price

- Labor efficiency
- Less transportation costs
- The right technology
- Optimized processes
- Automations
- Inventory turnover



# How to win the consumer



Warehouse



## What makes consumers happy?



The right packing

- Prepacking
- Precubing
- Packing Rules



# How to win the consumer



Warehouse

## What makes consumers happy?



### Free shipping

- Not a trend due to costly returns
- Last mile logistics
- Parcel and LTL management for lower cost



### Same day delivery – The right time

- Smart and scalable warehouse operations
- Picking: fast and flexible
- Location

# How to win the consumer



Warehouse

## What makes consumers happy?



### Easy returns

- Return reasons
- Link to order shipment -sales order
- Multiple level item pack type hierarchy upon receiving of goods
- Easy reverse logistics processes



# How to win the consumer



Resources +  
Space  
Cost



→ Employee Training

→ Ease of Use

→ Slotting optimization

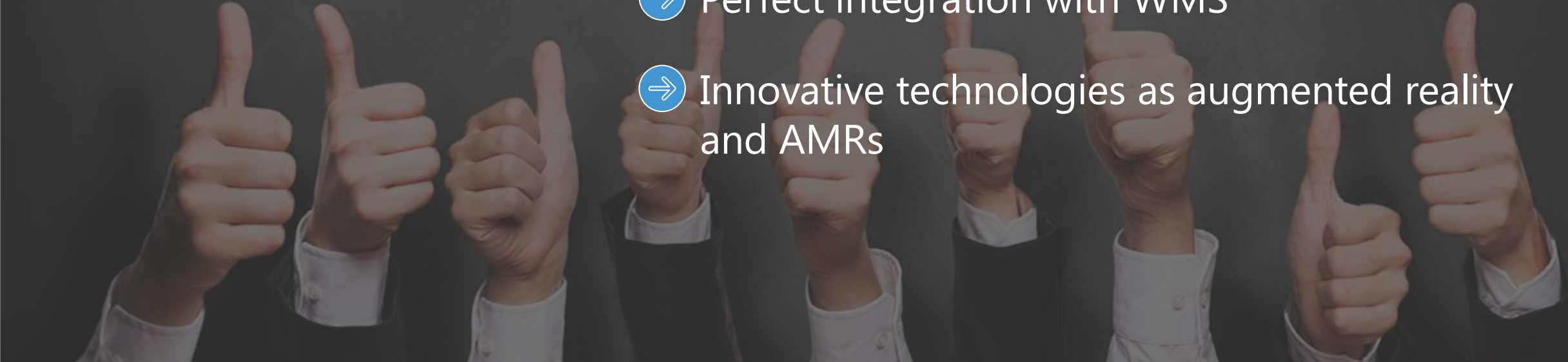
→ ASRS

# How to win the consumer



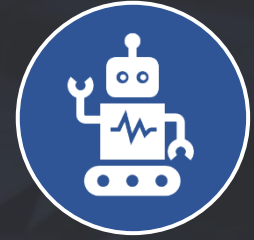
## Affordable Automations

- ➔ “democratize automations” to reduce cost
- ➔ Perfect integration with WMS
- ➔ Innovative technologies as augmented reality and AMRs



# Think Forward

- Artificial Intelligence/Machine Learning
- Advanced Analytics
- Internet of Things
- Robotic Process Automation
- Autonomous Things
- Digital Supply Chain Twin
- Block Chain
- Big Data
- Drones
- Crowdsourced transportation networks
- Digital freight brokerages
- Autonomous trucks



Trends and  
Innovation





Thank you!