



**29 & 30 September, 1 October 2009**

Deutsche Messe, Hannover, Germany

# POST-EXPO 2009

including

## World Postal Business Forum

in association with the Universal Postal Union

### UPDATED PROGRAMME



[www.postexpo.com](http://www.postexpo.com)



**World Postal Business Forum**

plus

**Operations Conference and  
Technology Workgroups**

*Delivering the future of postal technology...*

**POST-EXPO2009**

[www.postexpo.com](http://www.postexpo.com)

# at a glance

**29 & 30 September, 1 October 2009**  
Deutsche Messe, Hannover, Germany

**2 Introduction**  
by Edouard Dayan  
Director General, Universal Postal Union

**3-4 World Postal Business Forum**  
Organised by the Universal Postal Union



DAY 1 - Economy  
DAY 1 - Chief Executive Forum (CEO Forum)  
DAY 2 - Technology  
DAY 3 - Environment

**5-8 Operations Conference**  
DAY 1 - Sustainable Operations  
DAY 2 - Efficiency and Optimisation  
DAY 3 - Implementing Technology Change

**9-12 Technology Workgroups**  
DAY 1 - Mobile Technology Solutions  
DAY 1 - Transport and Logistics  
DAY 2 - Automation and Handling of Mail  
DAY 3 - Sorting and Moving of Parcels  
DAY 3 - Retail and Customer Solutions

**13-17 Biographies**



## POST-EXPO 2009

**POST-EXPO 2009**  
UKIP Media & Events Ltd  
Abinger House, Church Street, Dorking, Surrey, RH4 1DF, UK  
Tel: +44 (0)1306 743744 | Fax: +44 (0)1306 877411  
Email: mattgunn@ukinpress.com | Web: www.postexpo.com

# World Postal Business Forum 2009

## When three forces collide: **economy, technology and environment**

### A Leadership Challenge and Opportunity for the Postal Sector

Three major events have converged on the postal sector to create a business environment that has never existed before.

Global recession, characterised by accelerated mail and express volume shrinkage; climate change, and the urgent need to combat its effects; and digital solutions that are radically changing customer behaviour – these issues are all impacting on the business and finances of postal operators.

In the physical mail market, continuing migration to increasingly secure broadband-based digital communication was affecting volumes before the economic crisis hit. For the first time in two decades, express volumes have declined. On the other hand, **many operators are recording growth in their parcels and financial services businesses** and e-commerce continues to generate new business, particularly in small packages. There has also been a shift in many markets in favour of postal services in preference to more expensive courier next-day deliveries.

The global picture offers an unprecedented opportunity for successful posts to grow their businesses, so this will be a time when true leaders emerge. But can the traditional model of a postal operator survive? What is the impact of the three forces on the universal service obligation? How will the next phase of customer behaviour impact on the post of the future?

The World Postal Business Forum at POST-EXPO 2009 provides an opportunity for everyone in the postal sector to actively discuss the changes, solutions and ideas that are being employed in different parts of the world to deal with the markedly different postal environment, not least the effects of the economic crisis that began in September 2008. In the CEO Forum an impressive list of speakers will inform the audience on how their companies are reacting and adapting to the challenges they are now facing. In other sessions, the three forces will be the subject of individual analysis and commentary.

Inside this brochure you will find the preliminary conference programme. With so much knowledge, debate and networking on offer, why not plan to be at the World Postal Business Forum at POST-EXPO 2009?

**We look forward to seeing you in Hannover.**



**Edouard Dayan**  
Director General  
Universal Postal Union





# Tuesday 29 September 2009

## Economy

The global economic crisis has manifested itself in several ways that have had a direct impact on the postal sector: contraction of international trade, a downturn in the financial services sector and reduced advertising have converged to push down mail volumes, in some countries at an alarming rate. Posts are responding in different ways, including cost cutting, network redesign and taking advantage of growth opportunities.

Twelve months later, what are the key trends in the postal economy? Is recovery guaranteed? What are the positive impacts of the crisis? How have posts reacted and how will they continue to react?

## Responding to the economic crisis: new challenges, new opportunities

### KEYNOTE SPEAKER

**Between policy failure and market failure: Why this crisis will not be the last one**  
**Professor Rolf Langhammer**, vice-president, Kiel Institute for the World Economy

### SPEAKERS

**The global economic and financial crisis: Green and red shoots in the postal sector**

**José Anson**, economist, Universal Postal Union

**Competition and the Crisis: Trends and Challenges in EU Postal Markets**

**Alex Dieke**, head of department, Postal Services and Logistics, WIK-Consult GmbH

**Korea Post's strategy in response to the environmental changes of postal business**

**– overcoming crisis and challenges for the future**

**Kee-Deok Kim**, director general, Korea Post

**Carl-Stefan Neumann**, director, McKinsey and Company

**Customer focus: Revolution not evolution**

**Carl Gerold-Mende**, board member, parcel and logistics division, Austrian Post

**Economic crisis: Challenges and Opportunities**

**Carlos Silva**, director, International, CTT Correios

**TNT Express Netherlands (invited)**



## Chief Executive Forum (CEO FORUM)

For many posts, diversification and innovation are critical factors for future success. Combined with the post's major asset – trust – these key concepts can bring about the economic inclusion of a great number of companies and individuals that the global economic crisis threatens to exclude from economic and financial systems.

Postal leaders from around the world will tell the audience how, from their perspective, the postal sector must be reformed in order to continue to succeed in today's challenging business environment.



## Reshaping the sector: the leaders look to the future

### SPEAKERS

**Chairman Elmar Toime**, consultant, *E Toime Consulting*

Delivering tomorrow – our strategy for meeting customer needs in 2020 and beyond

**Frank Appel**, chairman of the Board of Management, *Deutsche Post AG*

**Edouard Dayan**, Director General of the Universal Postal Union

Innovation, integration, value-added services: three strategic drivers for growth

**Massimo Sarmi**, chief executive officer and managing director, *Poste Italiane, SpA*

**Jean-Paul Bailly**, president, *La Poste*

**Radhika Doraiswamy**, Director General of the Department of Posts India

The experience of a medium-size PPO

**Claude Béglé**, president of the council of administration, *Swiss Post*

Trends and developments in the global postal industry

**Andreas Taprantzis**, POC chairman, *Hellenic Posts SA (ELTA SA)*

Transformation of Magyar Posta – best answer also in crisis time

**Ildikó Szuts**, CEO, *Magyar Posta*

e-Commerce, a business opportunity during financial crisis

**Michael Chung**, assistant postmaster general, business development, *Hongkong Post*

## Wednesday 30 September 2009

### Technology

For a long time, posts and their suppliers focused on improving the efficiency of manual processes, automating these processes through postal mechanical developments. Postal technologies of today go far beyond the automation of manual processes. Information and communications technologies are already dramatically changing the ways in which customers and suppliers of postal companies transact their business with the posts. What is the business potential of new technologies? Will growth and opportunity be restored? How could the technologies help the posts meet their universal service mandates? What are the current major innovations in the sector?

### Post of the 21<sup>st</sup> century – going digital

#### SPEAKERS

**Chairman Marten Büttner**, director, *European School of Management and Technology*

How to survive the next challenge to postal infrastructure

**Moses Ma**, managing partner, *Next GEN Ventures Inc*

The end of post as we know it. Hybrid mail and electronic exchange services herald a paradigm shift in the nature of communication

**Walter Trezek**, CEO, *Document Exchange Network*

Delivering a universal postal service electronically

**Liam Church**, CEO, *Escher Group*

Harnessing business opportunities presented by social networking and other collaborative forms of technology

**Koen Vandaele**, partner, *Deloitte*

**Benoit Strölin**, head of *Swiss Post Box*, *Swiss Post* (invited)

### Growing business through innovative technology

#### SPEAKERS

Global online shopping: creating a universal standard for home delivery

**James Roper**, chairman, *IMR World*

Innovation management: how to create value in times of change - concepts and examples

**Dirk Palder**, member of the global postal leadership team, *Capgemini*

DHL Innovation Center – how innovative is the logistics industry?

**Keith Ulrich**, head of technology and innovation management, *Deutsche Post DHL*

Replication and interconnection of digital postal services

**Paul Donohoe**, specialist postal electronic services, *Universal Postal Union*

Ready, steady, go! Making mail fit for the 21st century

**Barry Larson**, head of strategy media, *Royal Mail Group*

PosteMobile: a successful business case

**Roberto Giacchi**, CEO, *PosteMobile*, *Poste Italiane*

**Jonathan Hickey**, senior manager EU shipping,



# Thursday 1 October 2009

## Environment

Environment protection has become an indispensable element of postal development. There is undoubtedly greater awareness of environmental issues, but much remains to be done if the postal sector is to become climate neutral, optimise energy consumption and develop greener products.

What are postal operators doing to minimise their impact on the environment? What are the implications for customers of and suppliers to the post? What genuine progress has been made in the sector?

### The postal sector and climate change from the global environmental perspective

#### SPEAKERS

Environmental impact – challenges, threats and opportunities

**Chairman Ingemar Persson**, Secretary General, PostEurop

**Arab Hoballah**, UN Environment Programme (invited)

Our strategy to fight against climate change

**Stéphanie Scoupe**, assistant, Sustainable Development, Ethics, La Poste

### The postal sector and the environment from a business perspective

#### SPEAKERS

Environmental impact – challenges, threats and opportunities

**Chairman Ingemar Persson**, Secretary General, PostEurop

Sustainability in Royal Mail Group

**Martin Blake**, head of sustainability, Royal Mail Group

Go Green or go broke - Carbon efficiency as a strategic imperative

**Steffen Frankenberg**, vice president, GoGreen Deutsche Post DHL

“ It was a very good event. I learnt a lot about all the current trends and developments in the postal industry. It was also excellent for networking possibilities. I would certainly recommend it. ”

Daniel Meyer

project manager, DPWN Inhouse Consulting, Germany

DAY 1 - Tuesday 29 September 2009

## Sustainable Operations

**How are postal operators using the latest technology to ensure that they are environmentally responsible and building sustainable operations?**

- Being sensitive to environmental concerns
- Operating in an environmentally responsible way
- Providing logistics for recycling and returns
- Reducing unnecessary waste
- Securing the long-term future of the business

**Growing parcel flows by focusing on the three Es: economies of scale, e-commerce, ecology**

**Ernst W. Hoestra**, COO, Cycleon

This presentation will examine how to grow parcel flows by focusing on the three Es: economies of scale, e-commerce and ecology. Economies through leveraging the postal first mile strengths; e-commerce customer retention through returns management; and ecology of the product lifecycle. The presentation will also cover key trends for posts.

**Providing cost-effective access to postal services in rural areas. How partnerships with local businesses can help national postal groups meet their USO**

**Ian Kerr**, CEO, POAAL

The provision of postal services in rural areas has always been a vexed issue. Postal groups must balance universal service obligations against issues of cost and profitability. Australia is a vast and sparsely populated nation. Using a network of privately owned post offices, Australia Post delivers postal services in a cost-effective way, providing reach of service in otherwise uneconomic conditions. POAAL is the representative association for these privately owned post offices.

**How can postal and courier companies suggest the best sustainable solution to their customers?**

**Yannick Le Guern**, manager, BIO Intelligence Services SAS

DuPont makes reduction of its environmental footprint a priority. An LCA (Life Cycle Assessment) has been conducted in order to compare the environmental performances of Tyvek® shipping packaging versus the cardboard boxes and LDPE packaging in similar conditions. Yannick Le Guern will explain the details of the assessment and the conclusions drawn.

**Advances in sustainability performance – postal organisations and their business partners**

**Christopher Park**, principal, sustainability, Deloitte

Christopher Park will review the recent advances and leading practices in postal organisations and their business partners, including advances in performance management and reporting.

DAY 2 - Wednesday 30 September 2009

## Efficiency and Optimisation

**How are postal operators using the latest technology to face the challenges of the global economic slowdown?**

- Improving operational efficiency
- Optimising operational processes
- Reducing operational costs and securing jobs
- Building flexible capacity

**How to optimise your collections and deliveries**

**Matti Tuukkanen**, vice president sales, Ecomond Oy

Ecomond's Transport Control System (TCS), which runs in a browser from any computer, anywhere, is specifically designed for transportation companies that deliver or collect goods. Matti Tuukkanen will guide delegates through a case study of implementation, and demonstrate how controlling your transportation fleet in real time can achieve remarkable cost savings.

## QSM Operations – an IT solution designed to assist postal operators in managing daily operations

**Keld Ole Nielsen**, *division manager postal solutions, Lyngsø Systems AS*

In this case study you will learn about how postal services such as Canada Post and Post Denmark have implemented different modules of QSM Operations and thereby improved efficiency and their level of quality in order to become more responsive and cost-effective, and gain competitive advantages. The QSM Operations solution is specially designed and developed to fulfil the different needs and requirements of the postal business such as product tracking, process management, resource planning and optimisation; it can easily be integrated into any postal service.

## Automation of the postal network: how to deliver consistent service everywhere

**Alexis Hernot**, *marketing vice president, IER*

This presentation will cover the various service automations that have been put in place in postal networks, and the impact this has had on the customer. Parallel comparisons will be made with other service industries such as government, railways and air transportation.

## Developing a locker-bank network for consumer deliveries and returns

**Dan Turner**, *co-founder and CTO, ByBox*

ByBox has been operating its own network of unattended parcel collection lockers for over five years in the UK, France and Ireland. In April 2009 ByBox launched a consumer proposition designed to extend the UK network to allow consumer deliveries from any retailer into the ByBox network. In this presentation ByBox will examine the background market for its consumer products and explain why it launched the consumer proposition.

## Coordinating inbound transports and workflow at processing hubs: a PlanOp case study

**Howard Rosen**, *product manager, Jeppesen*

Transports from terminals to processing hubs are typically scheduled as late as possible. This gives customers more time to tender cargo and helps transport vehicles operate efficiently. However, late scheduling creates uneven workload for processing hubs. Capacity near the end of the shift would be better reserved for high-priority or time-sensitive cargo. This presentation will describe a case study using Jeppesen's PlanOp software, in which transport scheduling and hub workflow are coordinated so that the full capacity of the hub operating period is used.

## Web-based performance management – the next-generation business intelligence (BI) and business activity monitoring (BAM) for postal services

**Thomas O. Keller**, *director strategy, CODEplus Inc*

Postal operators need to increase efficiencies, cut costs and save money within the existing infrastructure. In addition they are faced with global trends and aspects such as deregulation, today's challenging economy, mail volume decline and increasing environmental concern. CODEplus is ushering in the next generation of business intelligence (BI) and business activity monitoring (BAM) for the postal service to optimise operational efficiency, protect existing and develop new revenue streams. The web-based analysis tool leverages existing data stores to transform diverse data elements into actionable business information. This information can be visualised in a dashboard format, utilised for real-time alerts and corrective actions, or may be turned into an additional postal offering based on its informational value.

## Improving mail delivery efficiency through continuous route workload monitoring

**Serge Galarnau**, *director, routing, GeoRoute, GIRO Inc*

Ensuring efficient mail delivery routes is crucial to high-quality service and effective use of resources – both of which are affected by variable mail volumes and changing delivery points. Periodic office restructuring can greatly improve efficiency, but postal organisations are now looking for ways to preserve efficiency between reorganisations. To this end, GIRO will discuss processes such as daily delivery point updates and periodic volume updates to be implemented at Canada Post.

## Automated sequencing – complex but achievable

**Heimo Thomas**, *CEO, message consulting AG*

There is no single way to deploy sequencing – many different systems and model variations can be applied successfully. Operational processes, equipment, delivery processes and locations must be crafted into an ideal architecture. A comprehensive concept requires clearly defined objectives and integrated processes designed across the entire operational value chain. The development of a tailored solution must be based on the requirements of the prevailing operational conditions and consider individual criteria for its feasibility. Any design should be strongly influenced by experiences elsewhere, but it should not simply aim to copy. The differences are too big in terms of volumes, service level definitions, mail structure, physical specifications, geography and distances, information technology, etc. A successful implementation needs courage and readiness for significant changes to exploit the savings potential, because automated sequencing is much more than just a technical challenge.

## Enhancing ROI – real-time optimisation as a key factor for a modern hub

**Eva Savelsberg**, head of Intermodal Solutions, Inform GmbH

Delivering goods in a cost- and time-efficient manner is a major challenge for every postal operator. One of the keys to success lies in efficient operations at the parcel centres.

Illustrating the case study of the brand new Central Hub of the Hermes Logistik Group Germany, this presentation will show how, with an effective yard management system, Hermes reached an optimised time- and cost-efficient flow of goods within a state-of-the-art hub. As an outlook to future hub management, it will be explained how a software system can lead to minimised throughput times, an evenly distributed workload for all resources and on-schedule delivery, using real-time optimisation.

changes to exploit the savings potential, because automated sequencing is much more than just a technical challenge.

## A fully automated parcel loading and unloading solution

**Jasper van den Driest**, managing director, Ancra Systems

Having successfully designed, manufactured and installed systems for fully automated parcel unloading, Ancra Systems has now developed a unique and innovative solution for fully automated parcel loading. This is the last missing piece in parcel handling automation. The solution creates substantial efficiencies in personnel, equipment and space, and ensures total compliance with all ergonomic regulations. Ancra Systems is the specialist in automated loading and unloading solutions in the postal and material handling industries. In 2003, Ancra Systems started the development of a fully automated system for parcel unloading for French ColiPost. This is the first fully automated parcel unloading solution in the world and it has been implemented throughout the whole ColiPost organisation. To date Ancra has installed over 400 trailer systems and 45 docking systems in all of ColiPost's distribution centres.

## Optimising and improving efficiencies of delivery routes in post and package carriers

**Tony Palmer**, postal market development manager, Intermec

This presentation will take a look at the improvements made to mail piece and consignment track and trace over recent years and how the latest technology improves the traceability in the end to end collection to delivery process. We share our experience with case study examples showing where companies typically find most benefit and how this can be analysed using an operational benefits study. This process highlights the top priorities for a company that can lead to an investment payback within 1 year.

## Ubi-Post: towards a major improvement in the logistics of parcel delivery

**Professor Michel Banâtre**, research director, INRIA and **Jean Salomon**, principal, JSalomon Consulting Partners

Ubi-Post is a direct new application of the concept of physically coupled objects to the contents of a typical parcel containing several e-commerce or other purchased goods which, after proper RF tagging, can be uniquely linked, tracked and retrieved across the delivery chain. The presentation will review how Ubi-Post is able to uniquely tackle three major parcel service challenges. These challenges are: (a) monitoring the integrity of a parcel's contents, not just its external packaging, (b) accurate control over the transfer of responsibility for the parcel and its contents, and (c) automating the authentication of receipt. The benefits of introducing Ubi-Post will be discussed; these include: seamless management of the parcel's content integrity without any need to link to a logistics database, savings in cost and productivity gains, and a dramatic reduction in disputes between parties in the delivery chain.

# DAY 3 - Thursday 1 October 2009

## Implementing Technology Change

**How are postal operators integrating technology with operations and managing the implementation of new technology solutions to make the most effective use of them?**

- Effective integration of operations with technology
- Managing the implementation and adoption of technology
- Management of change across the organisation
- Ensuring IT solutions are integrated and drive business performance improvements

## How to grow your business through quality of service

**Niels Delater**, *managing director, Spectos GmbH*

Nowadays the postal industry is technology and standard driven, which not only offers the advantages of efficiency and automation, but also creates rigidity in meeting the service requirements of the customer. Quality of service is defined by customers' expectations. By implementing a Six Sigma culture at the reporting and improvement level Spectos is helping its customers create continuous improvement and increased customer satisfaction. Running consumer-focused quality control systems helps grow the core business and explore new business opportunities in a declining mature market.

## Digital postcode maps as a basis for integrated logistics, sales and marketing operations

**Gerrit Schreiber**, *geomarketing consultant, GfK GeoMarketing*

Geographic location is the connecting link between a company's data. Information such as customer locations, delivery volumes and regional purchasing power levels can be easily integrated and visually represented through a shared geographic reference. Using digital postcode maps with RegioGraph – a geographic information system (GIS) developed by GfK GeoMarketing – we will demonstrate how to outline, plan and optimise a territory network for logistic, sales and marketing purposes.

## Centralisation and automation for Belgium Post

**Martijn E. van der Lande**, *general manager parcel & postal, Vanderlande Industries*  
**Erik Vincent**, *head of postal automation group, De Post/La Poste*

At the beginning of 2009 Vanderlande Industries' Crossorter went live in Charleroi, followed one month later by the Antwerp site. The hourly throughput of both systems is over 22,000 parcels per hour, sorted into 160 directions. Dynamic weight capturing and image reading by OCR/video systems is fully integrated. The goal of De Post/La Poste was the centralisation of the entire sorting process from letter-like documents to bags and big parcels with various forms and weights. Martijn E. van der Lande will describe these installations and outline other benefits such as online billing, and tracking and tracing of all in- and outgoing products.

## Hybrid mail – should it be postal or not?

**Jacob Johnsen**, *hybrid mail consultant, Gemadec SA*

For 20 years the posts have embraced hybrid mail as an important strategic element for developing their business. Given the many approaches to hybrid mail, one might ask the question: is hybrid mail a postal business at all? Based on 20 years' experience in the postal and telecom business, Jacob Johnsen analyses the postal approach to hybrid mail and places it in the postal business portfolio.

## Key factors to profitably innovate in the mail industry

**Andrea Porcu**, *head of business development international sales, Elsag Datamat*

Complex market changes, increasingly demanding requirements and the economic situation remind the postal industry of the need for rapid and dramatic adaptability to the needs of business. What are the main tools to do that? Technologies and efficient/effective implementation can represent a great opportunity to keep pace with these dynamics by innovation in the offering, and improving service quality and effectiveness of the processes. This presentation explores some potential enablers that potentially drive future success for postal operators

## Slowing economy? Boost your income through integration with the financial services sector

**Maciej Szymczak**, *principal consultant at Positive Advisory SA, associate professor of business administration and chair of international logistics, Poznan University of Economics*

This presentation looks at the advantages of business redesign in the logistics and postal sectors, and the opportunity to turn your business into a 'value net'. The presentation will examine the change drivers and demonstrate how to incorporate IT and mobile solutions that can create customer value and integrate with financial services. From vision to implementation this presentation will show you how.

## Putting customers at the centre of operations

**Dennis Gilham**, *director of corporate partnerships, Neopost*

Using technology to push sales by delivering more customer convenience and new service bandwidth. Embracing the convenience of mailing and shipping for more effective solutions. Benefiting from increased security and integration with customers mailing processes.

DAY 1 - Tuesday 29 September 2009

## Mobile Technology Solutions

### Deployment and operation of an RFID system for roll cage management in Korea

**Jong Heung Park**, director, ETRI

Three years of feasibility and pilot testing of RFID for postal processes have been completed in Korea. The actual application programme began early in 2008 and is being installed in over 29 mail centres and logistics centres in Korea. The major objective is to track and trace the 40,000 roll cages. Several difficulties, such as field interferences, were overcome. The story of using passive RFID technology, its application middleware and operation software will be presented.

### How Royal Mail introduced 27,000 handhelds in just 12 weeks

**Larry Klimczyk**, managing director, Blackbay Ltd

When Royal Mail introduced online tracking to improve customer service levels, it configured 260,000 components into 27,000 handhelds in over 2,000 locations in just 12 weeks. Larry Klimczyk provides Blackbay's insight into how Royal Mail has achieved visibility of all mail items, people and assets, enabling maximised revenue and optimised operational performance.

### Lowest total cost in the deployment and management of mission-critical mobile technology in the postal environment

**Adrian Lawson**, business development director, Ryzex plc

The deployment of mobile technology across the postal sector is growing rapidly. Although the cost of technology is falling, many organisations overlook the ongoing total cost of ownership (TCO) around the lifecycle management of this solution. Ryzex is a global leader in lifecycle management solutions for mobile technology and will share a number of best practices and strategies to maximise investment and return.

### @track – a mobile solution with multiple purposes

**Claus Jensen**, programme manager, Lyngsoe Systems AS

@track is an RFID unit, about the size of a cigarette box, which can easily be carried in a pocket and used for different tracking possibilities. Claus will describe how @track registers the exact time of mailbox emptying, how points of interest can be registered at the customer's collection or delivery site, and how registration points can be set up along the postmen's delivery routes as a checkpoint or be used for route optimisation.

### Streamlining mobile operations through mobile device management and SOTI MobiControl

**Ron Hassanwalia**, director of sales and marketing, SOTI Inc

SOTI will demonstrate how to effectively manage the real-world challenges of deploying mobility solutions, arming you with critical knowledge to reduce downtime and increase productivity. MobiControl is the leading, all-in-one and feature-rich solution that offers remote control, security, support and tracking functionality. Learn how to streamline your mobile operations, ensure that your mobile workforce is secure and why MobiControl is the low-cost, easy-to-use solution that will maximise your return on investment.

### Growing the express parcels business

**Alain Ferard**, director logistics systems, Neopost Logistics Systems

Delivering integrated e-business solutions to drive growth of express parcels. Innovation in technology for postal operations, including RFID and mobile solutions. Ways to cut costs, risk and time to market.

## Transport and Logistics

### Decision criteria for implementing fixed- or dynamic-sequence routes for parcel delivery

**Serge Galarneau**, director, routing, GeoRoute, GIRO Inc

Parcel companies face the tough challenge of maintaining efficiency amid growing competition, fluctuating volumes and strict deadlines from express and high-priority customers. As a result, delivery companies have begun investigating the benefits of a dynamic sequence over a fixed sequence for delivering parcels in a defined territory. GIRO will describe solutions for modelling fixed and dynamic routes and the key criteria for choosing the best type for your operations.

### Automatic planning and optimisation of mail delivery routes

**Thorbjørn Schmidt-Jacobsen**, market director, Transvision

Transvision Route Planner is a powerful vehicle route scheduling system, which can be used for what-if simulations, master route creation and the daily optimisation of distribution routes and operations. Thorbjørn Schmidt-Jacobsen will describe how Route Planner makes it possible to obtain substantially improved service levels and striking cost savings at the same time.

## Trayed mail transit packaging: a necessary evil or source of competitive advantage?

**Edward Fanshawe**, sales manager, Loadhog

Loadhog has been working closely with the UK postal industry for several years, especially on efficient handling of mail trays from client all the way to the final delivery office. Often, the focus is on machines, sorting, trays and lorries; how the trays themselves are handled is secondary and is an international problem. By introducing the Pally system, transport costs can be halved, automation enabled, security improved and handling time slashed. However, this will require nationwide collaboration.

## Vacuum handling solutions for the logistics sector

**Dennis Kilb**, industry sector manager packaging, J. Schmalz GmbH

Increase of throughput, process reliability and cost-effectiveness are objectives that have a significant impact on the handling processes in the logistics sector. It doesn't matter if goods are handled manually or automatically – the increased demands on vacuum gripping technology are the key factors for progress. This presentation gives information on manual handling and fully automated handling of parcels and various other workpieces based on the latest vacuum technology.

## Business process intelligence

**Jan-Willem Klinkenberg**, business development manager, Vanderlande Industries

Vanderlande Industries always aims to optimise customer processes and make good use of material handling systems. Our BPI tool has been developed to transform data into information for reporting purposes. This information is transformed into knowledge and intelligence for specific customer needs.

## Securing More Revenue with Automatic Measuring of Pallets

**Olav Stadaas**, managing director, Mettler-Toledo Cargoscan AS

In the current economic climate companies need to focus on investments that will provide a quick return on investment. In his presentation, Olav will discuss how the CSN840 Pallet™ generates extra revenue for transport companies. The CSN840 Pallet™ is a complete dimensioning, weighing and identification solution and is used to ensure that carriers and freight forwarders are paid properly for the services they provide.

# DAY 2 - Wednesday 30 September 2009

## Automation and Handling of Mail

### How to increase your sorting efficiency without purchasing new equipment

**Stéphane Dorel**, chairman, Synaxio

Increasing the efficiency of your sorting process will help you serve your customers more quickly and provide a better service. This is critical to surviving and prospering in the current climate, and for taking advantage of opportunities as the economic climate improves. But you don't need to replace your existing equipment. Stéphane Dorel of Synaxio will explain how to get more from your existing sorting equipment.

### Quality Tool – transparency and monitoring for address recognition

**Lauri Loven**, chief technology officer (CTO), Syslore Ltd

If you are interested in your address recognition performance, using multiple OCRs or enrichment devices, you need to hear this presentation. Syslore Ltd, known for its mCorrection address recognition solution, will present its latest value-adding solution for postal operators. Quality Tool is a web-based analysis tool for postal operators. It provides an intuitive GUI for measuring and visualising key performance indicators for address recognition and mail sorting processes.

### Streamlining the sorting and delivery of domestic and international mail with universal addresses

**Xinhang Shen**, president, NAC Geographic Products Inc

Traditional addresses written in different characters and languages with differently ordered elements and different kinds of postcodes are not always well defined, and are often frequently duplicated, outdated or too new to be included in address databases. They make the sorting and delivery of domestic and international parcels increasingly difficult as globalisation continues. Universal addresses can streamline sorting and delivery, making these processes more economical, efficient and reliable.

### Evolved integrating processes and innovative technologies

**Massimo Mortola**, marketing manager postal automation division, Elsang Datamat

This presentation focuses on the value of integrating different areas of letter mail production into a continuous process. The technology which enables systems integration will also be explored. Different integrating solutions will be described, with letter sequencing as a related topic. With a number of different applications in the field, delegates will be presented with an extremely interesting case study.

## New robotic-based automated tray storage for mail processing and sorting centres

**Timo Rajakangas**, sales manager, logistic systems, Cimcorp Oy

The system gives added value to the sorting process by, for example, acting as a buffer storage in mail processing. Mail trays processed in the sorting centre include trays for different destinations. The robot sorts these trays into stacks according to destinations. When all the trays of a particular destination have arrived at the storage facility, they are loaded automatically onto a transport unit for transfer to the delivery vehicle.

## DAY 3 - Thursday 1 October 2009

### Sorting and Moving of Parcels

#### New vertical belt sorter at Hermes Central Hub in Friedewald, Germany

**Thomas Wiesmann**, director sales, Beumer Maschinenfabrik GmbH & Co KG

The newly developed vertical belt sorter has now been installed in the Hermes Central Hub in Friedewald, Germany. Bigger items up to 3m long and weighing up to 60kg can be sorted using two or three trays. The tilt tray elements are mounted on a belt instead of a chain. This presentation will describe the development and installation of the system at the Central Hub.

#### Saving more money through OCR and video coding

**Eddy Thans**, CEO, Prime Vision

This presentation explains why OCR and video coding solutions are much more than ways to automate mail and parcels. It will give you a broader perspective on saving money, including extended machine capacity and alternative ways of video coding. The case study provides good arguments to build a proper business case.

#### Greener and more energy-efficient post and parcel sortation

**Manfred Schmidt**, managing director, Crisplant AS

Crisplant has developed a new sortation system that enables greater efficiency with lower energy consumption. High-speed post and parcel sortation systems can become greener as the amount of power used to drive the motors in the sortation systems is reduced. Based on several customer case studies featuring the technology, the presentation highlights the benefits of this energy-efficient system.

#### A guide to cutting costs using camera-based identification technology

**Klaus-Michael Buecher**, director sales and marketing, Vitronic GmbH

Camera-based identification technology offers solutions for improving the degree of automation and cutting costs. The easiest way to increase read rates is the replacement of laser scanners with cameras. Additional video coding can put read rates up to 100%. No-reads can be greatly reduced by archiving and analysing images, and with the help of certified volume measurement and tamper-proof data it is possible to automatically create invoices.

#### How to sort your parcels more quickly, improving the quality of sorting and saving money

**Lorenzo Moroni**, sales and marketing director, Cinetic Sorting

Postal organisations face a double challenge: to increase efficiency while maintaining processing quality. Lorenzo Moroni will explain how parcel sorting speed can be increased while maintaining quality and saving money.

### Retail and Customer Solutions

#### ByBox: giving consumers a choice – the development of the automated post office

**Dan Turner**, co-founder and CTO, ByBox

A post office has traditionally processed payment, distributed parcels, sold stamps and handled reverse parcel logistics. ByBox has been developing technology that recreates all of this. The company will present its latest vending machine with volumising, weighing and stamp printing modules to demonstrate full post office functionality. ByBox will also present its locational analysis to demonstrate the most suitable locations for this type of equipment.

#### How to increase last mile efficiency with self-service solutions

**Heinz Grillmayr**, head of international sales, Keba AG

This presentation offers a case study from Deutsche Post/DHL, where Packstation provides nationwide coverage with 1,700 sites. The case study looks at the advantages in cost and CO<sub>2</sub> reduction, security and customer loyalty, as well as the lessons for implementation of Keba's KePol product.

## Mail and parcels: improving access through electronic postal technology

**Amine Khechfe**, general manager, Endicia

The postal industry faces a slumping economy, aggressive competition and declining volumes. The good news is that cost-effective technology exists to help the industry gain customers and reduce declines in volumes by increasing the accessibility of postage online and leveraging the power of the internet. Come and learn how electronic postage mailing and shipping systems offer great opportunities for revenue growth, customer retention and brand building.

## The future of OCR for online postal services

**John Buck**, vice president, Parascript LLC

The postal market is changing rapidly. Its operators must act fast to adapt. Digitisation of mail is promising huge benefits to customers and posts. Empowered by intelligent character recognition to locate and read areas of interest on mailpieces (name, address, barcodes, labels, logos), the service sends subscribers text-based information online for easy access. Physical mail is stored at the post until the recipient decides on processing: open, forward to destination, trash, etc.

## Countering change with technology

**Joseph Sultana**, managing director, Swift Retail

Increased revenues are attainable and sustainable by improving your offer at your counters. The benefits of selling a more varied portfolio of retail and financial products and services are widely known in the postal world and should not be overlooked. Moreover, knowledge of your customer base is vital to improving your service offering. To enjoy the full benefits of these products and services, an integrated automation software solution, with an attractive ROI, is an important consideration. Swift Retail is that best-fit solution.

## How postal operators can improve service, cut cost and increase profit by giving away EasyWeigh tools to private and SME customers

**Jelmer Jarig Huizinga**, president, EasyWeigh

Let your SME and private households prepare their mail at home or at the office before the mail gets into your mail pipeline. Postal operators may cut costs at post offices, get back lost revenue and at the same time improve their service and marketing performance.

## Parcel revenue protection and optimisation

**John Levisohn**, principal and founder, ParcelTools PL

ParcelTools will describe low-cost and reliable methods in use to capture dim weights at various points in the transaction workflow, plus new initiatives to make these methods cost effective for the postal counter.

## How to satisfy the customer of a postal retail network

**Luc Blondiau**, programme manager retail network, De Post/La Poste

The satisfaction of our customers is a key target of our strategy. Based on different measurements – waiting time, contact time and the perception of the customer measured through an external survey – we are identifying our strengths and weaknesses. These statements form the basis for discussion at each level of our network, from central departments right down to individual post offices. These discussions inform our actions to increase our services and image in order to be prepared for liberalisation. Luc Blondiau will outline the findings of the surveys and the actions taken in response.

## Ticking the boxes: parcel delivery optimised, customer satisfied – with Kofax document capture and processing solutions

**Margot Weigl**, marketing director vertical solutions, Kofax Deutschland AG

Where speed, reliability, flexibility and competitive pricing count more than in any other, business process efficiency and excellent customer service are the keys to success. With Kofax solutions you can optimise business processes along the entire delivery chain by collecting documents and forms, extracting and transforming them into accurate, retrievable digital information, and delivering them into your business applications and databases.

## How to reduce costs and get better results with international address data

**Sven Schreiber**, managing director, AddressDoctor

This presentation will consider the benefits of international address validation. AddressDoctor is the leading technology provider of international address verification and cleaning solutions. Sven Schreiber, managing director of AddressDoctor, will provide useful tips for what companies and postal operators need to think about when handling with international addresses in order to obtain good, valuable results and save unnecessary costs in uncertain times.

### Be there! The retail network as a key factor for success

**Jörg Wehebrink**, senior consultant postal solutions, Wincor Nixdorf

With growing competition and increasing customer expectations, it is becoming more and more relevant for a postal organisation to 'be there' for its customers. The first part of the strategy needs to take into consideration all distribution channels available with today's technology – whether it is the internet, self-service devices, mobile solutions or the classic branch outlet. However, different branch types with specific service portfolios and the offering of non-postal services (to improve the network's profitability) create challenges for the processes, the technical solution and usability. Learn how a stable and easy-to-use integrated solution ensures availability and allows for easy diversification into new types of branch.

### The impact of the cross-channel consumer on the retail operating model

**Kasey Lobaugh**, principal, multichannel retail practice, Deloitte

Deloitte undertook a major research activity to determine the impact of the cross-channel consumer on the retail operating model. As part of this research, Deloitte conducted interviews with senior executives at many of the largest global retailers. The interviews were centred on the impact of the changing consumer, and changing consumer behaviour and its implications on the organisations that serve them. The results detail the massive operational, technical and organisational changes that must occur to align the business model with the new manner in which consumers want to interact. This presentation will review the findings of this research.

“ What an excellent show! I met the kind of people and saw the kind of solutions I was after. I will certainly be there next time. ”

Stefan Sommer  
director of parcels, Post Danmark A/S



# 2009 biographies

Profiles of key figures from the postal and courier industry speaking at POST-EXPO 2009



## **Ian Kerr, CEO, POAAL**

Ian Kerr has an intimate knowledge of the Australian postal industry. He started in his family's post office when he was seven days old, although his contributions were limited at that stage. He has been CEO of the Post Office Agents Association (POAAL) since 2002. In addition to his postal experience, Ian has worked for leading global web and IT firms in Australia and London.



## **Heimo Thomas, CEO, message AG**

Heimo Thomas has more than 30 years of experience in the logistics industry. He has worked for consumer products corporations, retailers and service providers. As a member of the mail business divisional board he was part of the team that transformed Deutsche Post from a government department to a top player in the global logistic market. Since 2002 his practical experience has been valued by the many posts for which he works as a senior advisor and consultant. His core competencies are the alignment of infrastructural technology projects with the surrounding transformation plans of the business.



## **Eva Savelsberg, head of Intermodal Solutions, Inform GmbH**

Eva Savelsberg was formerly head of a research group on national and international large-scale logistics projects at the RWTH University in Aachen. Since 2006 Eva has been with the Logistics Systems Division of Inform GmbH. Since 2008 she has headed up the Intermodal Solutions business unit, where she is involved in research and development of complex automated systems, specifically the automation of large container terminals and distribution centres. Eva has published three books and over 30 papers on topics concerning innovation in freight transportation.



## **Martijn E. van der Lande, general manager parcel & postal, Vanderlande Industries**

Martijn started his career at a Dutch IT company in various commercial positions. He joined the Barcelona office of Vanderlande Industries in 1999, focusing on the express parcel market. He continued this business focus when he moved to the Netherlands after three years to operate in the Benelux markets. After a three-year stay in the international airport business for Vanderlande Industries, he came back to the parcel and postal business at the beginning of 2009.



## **Andrea Porcu, head of business development, international sales, Elsag Datamat**

Andrea Porcu is head of international business development at Elsag Datamat. He started his career as an economist for Bocconi University in Milan with a focus on international technological competition, and has worked extensively with leading European and Asian companies and institutions on strategic consultancy projects. Andrea has extensive practical hands-on experience in managing new strategic initiatives such as M&A, strategic alliances, new business launches and implementing new business models.



## **Massimo Mortola, marketing manager postal automation division, Elsag Datamat**

Massimo Mortola is marketing manager at Elsag Datamat Automation's security and transportation division and serves as a consultant to some of the major postal operators worldwide. During his 19 years at Elsag Datamat he has developed deep expertise in postal systems and process engineering, and has specified and introduced a number of state-of-the-art technologies and products to the worldwide market. Massimo holds a post-graduate degree in Electronic Engineering from the University of Genoa.



## **Manfred Schmidt, managing director, Crisplant**

Manfred Schmidt is managing director of Crisplant's German operation. He has worked internationally within the material handling business for 25 years, focusing on high-speed sortation systems for baggage handling and logistics systems.



## **Margot Weigl, marketing director vertical solutions, Kofax**

Margot Weigl is responsible for solutions and vertical marketing within Kofax, the leading provider of intelligent capture and exchange solutions. Prior to joining Kofax, Margot held management positions in marketing and business development with Cambridge Technology Partners, Fujitsu Siemens and Peregrine Systems. She joined Kofax from Hewlett Packard, where she was responsible for EMEA channel development.



## **Stéphane Dorel, chief executive officer, Synaxio**

Stéphane has 25 years of experience of working with IT in the parcels mail and logistics industry, and holds a Masters degree in Management and IT from Rennes University. Prior to creating Synaxio, an IT solutions provider for logistics companies, he served as CTO for La Poste Mail Division South West of France, covering six regions, 24 departments, 14,000 employees and 19 mail and parcel sorting centres.



## **John Buck, vice president, business development, Parascrypt LLC**

John is responsible for business growth and leading new partner development efforts. Prior to joining Parascrypt, he served as senior vice president of sales and corporate relationships for a joint-venture company in Canada established by US-based Fiserv. John has a degree in Business Administration from California State University at Fullerton.



## **Edouard Dayan, Director General, Universal Postal Union**

Edouard Dayan has been Director General of the UPU International Bureau since 1 January 2005. Under his leadership, the UPU has focused efforts on strengthening its relations with UN and international organizations, defining the postal sector's role in the information society, promoting the need and development for international standards to improve the quality of postal services worldwide, maintaining the pace of technological innovation, and using a regional approach to promote postal reform and close the development gap. Edouard DAYAN is a Knight of the National Order of Merit and Knight of the Order of the Legion of Honour (France).



## **Klaus Micheal Buecher, director sales and marketing, Vitronic GmbH**

Klaus has worked for Vitronic since 1990. He has more than 10 years' experience in the logistics market for machine vision solutions.

**Ron Hassanwalia, director of sales and marketing, SOTI Inc**

Ron Hassanwalia is director of sales and marketing at SOTI Inc. He has played a significant role in establishing strategic partnerships and building OEM relationships to bring SOTI's industry-leading device management and security solutions to customers around the world. Ron works closely with partners including Intermec, Motorola, Honeywell and others to integrate SOTI's software technology with their hardware products to offer complete, seamlessly integrated solutions to enterprise mobility customers.

**Xinhang Shen, president, NAC Geographic Products Inc**

Dr Shen's interest in geographic technologies began in 1994 when he came up with the question "why don't we have a global postal code system to simplify the sorting of all mail and parcels in the world?". He founded NAC Geographic Products Inc in 1995 to promote and further develop the technology and its applications (mail sorting, mapping, navigation, property management, etc.). This technology has been widely adopted and is used by numerous governments, companies and consumers all over the world.

**Thomas Wiesmann, sales director sortation and distribution systems, Beumer Maschinenfabrik GmbH & Co KG**

Thomas joined Beumer Maschinenfabrik in 1985 as a sortation and distribution controls engineer. Prior to that he served as a technical officer electronic warfare (Luftwaffe). He has a Master of Science degree from Technical University of the Army.

**Eddy Thans, CEO, Prime Vision**

Eddy Thans has been CEO of the Dutch company Prime Vision since 1999. With his technical background in the field of pattern recognition and financial expertise, he has led Prime Vision from a state-owned research and development group to an independent commercial company. Eddy joined Prime Vision in 1996; prior to becoming CEO he was active as a scientist and project manager. He holds an MSc in Physics from the Technical University of Eindhoven.

**Lorenzo Moroni, sales and marketing director, Cinetic Sorting, Italy**

Lorenzo began his sales career as a system engineer before moving on to become senior sales manager in charge of major customer accounts. He has been sales and marketing director at Cinetic Sorting, Italy since December 2007.

**Dan Turner, co-founder and CTO, ByBox**

Dan graduated with a BSc in Physics from the University of Bristol in 1988. He then started his career working across the globe with energy sector giant Halliburton. After six years abroad, Dan returned to the UK in 1996 to complete an MBA at London Business School; this became the catalyst for a career transition from the corporate to the startup world. Dan co-founded ByBox Holdings in 2001. In 2007, ByBox was announced winner of the Deloitte UK Fast 50 awards and took fifth place in the Deloitte EMEA Fast 50 awards.

**Amine Khechfé, general manager, Endicia**

Amine is responsible for directing all aspects of the Endicia business unit, as well as managing its position within the Newell Rubbermaid Technology Global Business Unit. He graduated with an MSc in Engineering from Stanford University, and has held a variety of management roles in engineering, management consulting, software development, marketing and business development. He began his career at Trane Air Conditioning and AT&T Information Systems before co-founding Endicia in 1987.

**Joseph Sultana, managing director, Swift Retail**

Joseph Sultana is managing director of Swift Retail – a leading provider of counter automation and business applications to the retail and postal industries. Joseph is responsible for spearheading the overall growth and direction of the organisation's marketing initiatives and global client base. Over 20 years' experience in the retailing industry have given him extensive practical knowledge of retail operations, business processes and requirements.

**Jelmer Jarig Huizinga, president, EasyWeigh**

Dr Jarig met his current business partner Nico van Oers in 1998, when they decided to join forces due to their good match of postal inventions and affinity for marketing. They developed new postal products and now have four successful postal tools in 17 countries. These are all aimed at the private customer and small and medium-size enterprises in order to link the size and weight of letters, packets and parcels to prices before the mail gets into the mail pipeline.

**John Levisohn, principal and founder, ParcelTools**

John Levisohn founded ParcelTools in 2006, and has been involved in technology and transport businesses for over 20 years. He worked in sales and marketing at Burroughs and Unisys in the UK, US and Australia, was a director at Microsoft in Australia, and spent a year running Microsoft's Advanced Technology Group in Southeast Asia. In 1996 he established an Australian internet services and software business, which was acquired by a Nasdaq-listed company in 2001. Since 2002 he has been involved in a number of startup and investment projects including ParcelTools. He lives in Australia.

**Yannick Le Guern, manager, Bio Intelligence Service**

Yannick Le Guern, is an expert in Life Cycle Assessment (LCA), environmental impact assessment, eco-design of products and services and high environmental quality building. Yannick has carried out more than 100 LCAs and peer reviews of LCAs for private or public decision makers in Europe. In parallel to the technical expertise, Yannick also delivers training sessions about LCA and eco-design within companies and in academic environments. He holds a Master of Science and a Master of Engineering from the Ecole Nationale Supérieure d'Arts et Métiers.

**Olav Stadaas, Managing Director, Mettler-Toledo Cargoscan**

Olav has been working in the role of Managing Director for Mettler-Toledo Cargoscan since 2005. He is an expert in dimensioning, weighing and identification solutions for the transport industry and has a proven record in strategic planning, project management and business development. His previous positions include Managing Director of Tordivel AS and Senior Project Manager at Norsk Hydro.

**Larry Klimczyk, managing director, Blackbay Ltd**

Larry has over 20 years of management experience (with Motorola, Deutsche Post and TNT). He has lived in five countries and experienced working in over 40 countries around the world. Larry is an experienced speaker at international conferences, and his work has helped a wide range of industries maximise their return on investment and improve business processes for data capture and communication in real time.

**Adrian Lawson, business development direct, Ryzex plc, UK**

Adrian joined Ryzex in 2002 after holding senior roles at HP and Vodafone. Having been European sales director for Ryzex, Adrian now focuses on business development, growing strategic relationships with postal customers and leveraging partnerships with IBM and a range of ISVs. Adrian is uniquely placed to bring value to enterprise mobility projects at a senior level.

**Claus Jensen, programme manager, Lyngsoe Systems AS**

Claus is responsible for business developments within the Postal Division at Lyngsoe Systems, and for sales to postal operators in Denmark and Norway. He was formerly a field engineer and supervisor at FKI Logistex, managing the running-in and customisation of large-scale and high-speed sorting systems at airports, retailers and postal sorting centres, including hand-over to the customer on all technical aspects.

**Serge Galarneau, director of routing, Giro Inc**

Serge Galarneau manages development projects for Giro's GeoRoute routing software for postal organisations and other operations such as utility meter reading. Since joining Giro in 1995, and prior to becoming director, Serge was the senior project manager on major GeoRoute implementation projects for customers including An Post (Ireland), Deutsche Post AG (Germany), La Poste (Belgium), Posten (Norway), P&T (Luxembourg) and Royal Mail (UK).

**Edward Fanshawe, sales manager, Loadhog Ltd**

Edward is one of the founding managers of Sheffield-based Loadhog Ltd, an award-winning company built on a commitment to providing innovative, cost-effective and environmentally friendly solutions to major problems in the reusable packaging marketplace. Prior to joining Loadhog, Edward spent four years at J. P. Morgan investment bank in London as an associate in the Corporate Finance department, after graduating from Oxford University with a Masters degree in Economics and Management.

**Thorbjørn Schmidt-Jacobsen, market director, Transvision AS**

Thorbjørn has a Masters degree in Strategy, Economics and Marketing from Copenhagen Business School. He joined Transvision in late 2001, when the company was part of PriceWaterhouseCoopers Consulting. Today he is a shareholder and director of customer relations and market activities for Transvision, a company that delivers IT systems for transport optimisation.

**Dennis Kilb, industry sector manager packaging, J. Schmalz GmbH**

Since March 2008 Dennis has been the industry sector manager for packaging at J. Schmalz. Prior to his current role Dennis spent many years as part of the international Schmalz product management team for vacuum components. He holds a Bachelor of Science degree.

**Matti Tuukkanen, vice president sales, Ecomond Oy**

Prior to joining Ecomond Ltd, a Finnish software house focusing on logistics capable of delivering worldwide, Matti worked for 12 years at Kuusakoski Recycling, which is the biggest recycler in Finland

**Keld Ole Nielsen, division manager postal solutions, Lyngsoe Systems AS**

Keld Ole has overall responsibility for the sales and marketing for Lyngsoe Systems, as well as being head of the postal division within Lyngsoe. He was formerly sales manager at Norsk Data. He holds a Bachelor of Commerce degree (Marketing) and a diploma in Computer Science.

**Alexis Hernot, marketing director, IER**

Alexis graduated from École Polytechnique and holds an MBA from INSEAD. He spent several years in management consulting and as head of strategic marketing in a global high-tech company before moving to IER, where he is vice president in charge of marketing and strategy. IER is the leading technology supplier for self-service solutions in the air transportation and postal industries.

**Howard Rosen, product manager, Jeppesen**

Howard is product manager for Jeppesen's PlanOp software, an optimisation toolbox for transport and logistics planning and analysis. He has nearly 30 years of professional experience developing and applying optimisation and simulation tools for freight logistics problems. His projects have covered strategic planning, market analysis, pricing analysis, operations planning, asset management and equipment utilisation.

**Carl Gerold-Mende, board member, Austrian Post**

Carl-Gerold Mende has spent most of his business career in the Express and Parcels industry. After 10 years with Federal Express in Germany as a regional Director, Carl-Gerold became the Managing Director of General Parcel in 1993. Under his leadership it became the leading ground based B2B parcel system in Europe.

**Luc Blondiau, program manager retail network, De Post/La Poste**

Luc Blondiau is responsible for, among other things, the customer satisfaction within the retail network department at Belgian Post. Previously he managed a project aiming to setup a new sorting infrastructure. Luc is a commercial engineer and started his carrier in the banking sector as a credit manager before joining Accenture as a consultant. He joined Belgian Post 7 years ago.

**Thomas O. Keller, director strategy, CODEplus Inc**

Thomas is director strategy at CODEplus Inc, a leading provider of advanced IT solutions for postal and logistic operations. He is responsible for product strategy, development and delivery of CODEplus' IT product portfolio. Thomas has been with CODEplus since 1999, holding various senior programme management and development positions. Prior to joining CODEplus, he served as a commissioned reconnaissance officer in the German armed forces, where he fulfilled several command and staff assignments.

**Niels Delater, chief executive officer, Spectos GmbH**

Niels has more than 10 years of management experience in the European and Asian postal industry, working with TNT Post, Swiss Post, Spring and Hermes Logistics. He holds a Masters in Engineering and is a university lecturer at Asia Pacific Postal College Bangkok and Dresden University of Technology; he is also a speaker at various international conferences on world-acclaimed quality management approaches such as Six Sigma, Kaizen and ISO.

**Gerrit Schreiber, geomarketing consultant, GfK GeoMarketing**

After attending Hamburg University and the University of Cape Town, Gerrit Schreiber joined the GfK Group in 2003. Since 2007 his focus has been on representing and promoting GfK GeoMarketing publicly, and on integrating geomarketing intelligence into the workflow of real estate consulting.

**Jacob Johnsen, hybrid mail consultant, Gemadec SA**

Jacob has worked in the postal and telecommunications industries for more than 25 years, and has made hybrid mail and electronic services his focus. In these areas he has a proven record in strategic planning and design, management of change process, business development and project management. He is recognised as one of the leading experts in hybrid mail.

**Dennis Gilham, director of corporate partnerships, Neopost**

Dennis is chartered in both engineering and marketing. With 30 years' experience in the office equipment industry, he is a specialist in the mailing systems field. Dennis has held senior positions in product development, strategic marketing and corporate management. He is the director of corporate partnerships worldwide for the Neopost Group, and a key contributor to new business development.

**Ernst W. Hoestra, COO, Cycleon**

Ernst is responsible for network development, customer implementation and IT at Cycleon. He is focused on the operations and development of the Cycleon proprietary IT system, which is the foundation of the Cycleon reverse logistics solution. Ernst has held senior positions in the post and express sectors. He holds an MSc in Law from Erasmus University in Rotterdam.

**Jasper van den Driest, managing director, Ankra Systems**

Jasper graduated in International Relations from Groningen University. After working as a strategic consultant at Accenture for a few years, he made the move to Pon Holdings. At Pon, Jasper held a variety of management positions relating to business development and marketing in the material handling industry, in the Netherlands and the USA. Jasper joined Ankra in 2007 as managing director, and is co-owner.

**Timo Rajakangas, sales manager, Logistic Systems, Cimcorp Oy**

Timo works as sales manager in the logistics systems group of the Finnish robotic company Cimcorp. He has worked internationally within the material handling business since 1985, focusing on large work envelope gantry robot applications in logistics systems. His business partners have been several well-known systems integrators as well as end users.

**Maciej Szymczak, principal consultant at Positive Advisory SA, associate professor of business administration and chair of international logistics, Poznan University of Economics**

Dr Szymczak's research focuses on business logistics, international logistics and supply chain management, information systems for logistics, and recently city logistics. He has published over 100 articles in professional logistics journals. He is author and co-author or editor of 12 books. He has lectured and taught logistics at many universities and business schools in the region, and is a member of the editorial board of *Eurologistics* and a member of the Innovative Logistics Product award committee.

**Rolf Langhammer, vice-president, Kiel Institute for the World Economy**

Rolf J. Langhammer is Vice-President of the Kiel Institute for the World Economy and Professor at the Kiel Institute he has served as consultant to a number of international institutions (EU, World Bank, OECD, UNIDO, ADB), as well as to the German ministries of economic affairs and economic co-operation. He is a member of the Scientific Advisory Council of the Federal Ministry of Economic Co-operation and Development. His research issues cover international trade patterns, trade policies, regional integration and international capital flows. He has published in professional journals and contributed to many volumes of conference proceedings.

**Dirk Palder, member of the Global Postal Leadership Team, Capgemini**

Dirk Palder has 19 years of consulting experience, with expertise in managing large complex transformation projects, implementation of new processes and organizations. He is Head of the Capgemini Office in Cologne. In the postal and logistic market he has in-depth expertise in designing and implementing new production systems for postal organizations and identifying the strategic impact of the new technologies on the postal and logistic market.

**J. Park, director Postal and Logistics Technology Department, ETRI**

Dr Park has developed the postal IT system for Korea Post. He is currently working on the introduction of RFID and online postal services for the next generation of postal services.

**Carlos Silva, director, International, CTT Correios**

Carlos Silva is Inspector General of Posts and Telecommunications and Head of the International Unit of Correios de Portugal. He is also the President of AICEP (an association of Postal and Telecom operators and regulators of Portuguese speaking countries). He served as Chairman of the Postal Operations Council of UPU, from 1999 to 2004.

**Lauri Loven, chief technology officer (CTO), Syslore Ltd**

Lauri is a co-founder of Syslore and was appointed CTO in 2004. He is a graduate of Helsinki University of Technology (HUT), Department of Engineering Physics.

**Steffen Frankenberg, vice president, GoGreen Deutsche Post DHL**

Steffen Frankenberg has been Vice President since April 2008, leading Deutsche Post DHL's climate protection program, GoGreen. In his previous role at the Group, Steffen Frankenberg was the project manager in charge of DHL Packstation/Paketbox, overseeing the implementation of DHL's network of automatic parcel machines that enable customers to retrieve and send parcels around the clock. At the same time, the business studies graduate completed his MBA in supply chain management.

**Alex Dieke, head of department, Postal Services and Logistics, WIK-Consult GmbH**

Alex Kalevi Dieke, is an economist by training and a graduate of Bonn University. He works with WIK Wissenschaftliches Institut für Infrastruktur und Kommunikationsdienste a German research institute and consultancy specialised in regulatory policies for infrastructure industries. Since 2006, Alex has managed WIK's department for 'Postal Services and Logistics' and directs WIK's consulting practice in the postal sector.

**José Ansón, economist, Universal Postal Union**

Dr. José Ansón, economist at the International Bureau of the Universal Postal Union (UPU), has broad experience in applied economic policy analysis. With Joëlle Toledano, he is the co-author and editor of the book "Postal Economics for Developing Countries: Posts, Infrastructure of the 21st Century?" published for the 24th UPU Congress in Geneva in 2008.

**Marten Büttner, director, European School of Management and Technology**

Marten has over 15 years of experience in the postal industry. He has built up the postal practice of Arthur D. Little as a partner and held an executive position in the manufacturing industry. Currently he is working as a director at the European School of Management and Technology focusing on the transport & logistics industry. He also works for the consulting company Horvath & Partners. Marten is very familiar with the PostExpo as a frequent chairman or speaker.

**Paul Donohoe, specialist, Postal Electronic Services, Universal Postal Union**

Paul Donohoe is in charge of the Electronic Postal Services Programme at the International Bureau of the Universal Postal Union. The UPU Electronic Postal Services Programme covers sector strategy, market development, regulations, policy development and international service definitions for the global postal sector. A key aspect of the work of the group is to find innovative and constructive use of ICT to enable a modern, effective and efficient postal network in the 21st century in areas including e-commerce, e-communications, e-identity, e-trade and e-government.

**Stéphanie Scoupe, assistant, Sustainable Development, Ethics, La Poste**

Stéphanie is currently Vice Head of Sustainability at La Poste and has participated in international sustainability workshops in postal organisation (UPU, PostEurop, IPC). She is also Chairman of Environmental workgroup in PostEurop. She studied Environmental Management at University of Metz and holds a Masters Degree in Marketing and Communications.

**Walter Trezek, chief executive officer, Document Exchange Network**

Walter Trezek is the Managing Director of Document Exchange Network, an Austrian based consultancy working in the field of integrated postal services. He started his career in Central Eastern Europe working for Francotyp / Postalia and ASCOM Mailsys. He joined Stamps.com in 1998 as their Senior Consultant responsible for EMEA and was part of their IPO-Team in 1999. He became Chief Technology Officer at Austria Post in 2000 where he was also made Chief of Sales for the Mail Division.

**Erik Vincent, head of postal automation group, De Post/La Poste**

Erik Vincent is the head of the postal automation group of De Post/La Poste. He joined De Post/La Poste in 1985, as Project Manager for sorting centres in Antwerp, Charleroi and Brussels. Since 2006 he has been the Head of Postal Automation and has over twenty years experience in the post and parcel business.

**Alain Ferard, director logistics systems, Neopost**

Alain joined Neopost one year ago, and leads the Neopost Logistics Systems business unit. He has spent most of his career applying new technology and services in logistics and transportation businesses, particularly in the operations part, and in different countries of Europe and the United States.

**Michel Banâtre, research director, INRIA**

Michel Banâtre is directeur de recherche at INRIA, the French national research centre for computers and automation. His recent activities explore emerging applications of ubiquitous computing to logistics. ACES is strongly connected with industry partners such as TI and Alcatel, and with end-users such as JCDecaux, and also receives support from EU research grants. Michel has over 80 publications and patents covering programming languages, distributed systems, fault-tolerant architectures, multimedia information systems and context-aware information systems based on SDW technologies. He is one of the founders of SenseYou, a recent start-up company fully dedicated to the marketing of ubiquitous services.

**Tony Palmer, postal market development manager, Intermec**

Tony Palmer has more than 15 years' international experience in the mobile computing and AIDC industry, with sector knowledge in the package carrier, mail, route distribution and retail industries.

**Heinz Grillmayr, head of international sales, Keba AG**

Heinz Grillmayr is the head of international sales, banking and service automation at Keba. He has previously been the general manager and COO, of Beijing KEBE Ltd and is still the general manager and COO of Keba Turkey. He joined the company in 1989 as a software engineer direct from the Technical University in Linz Austria, where he studied industrial mathematics.

**Sven Schreiber, managing director, AddressDoctor**

Sven Schreiber is the founder and managing director of AddressDoctor. The Germany-based company is the world's leading provider of global address data quality solutions. Since pioneering AddressDoctor's technology in 1994, Sven has become a reputable expert for international address data quality. He holds a degree in Business Administration and Computer Science from the University of Mannheim.

**Kee-Deok Kim, director general, Korea Post**

Kee-Deok Kim is the director general, bureau of posts at Korea Post. He joined the Korean government in 1985, and has been involved in the Ministry of Information and Communication. He became the director of the international business division of Korea Post in 2002, and the inspector general in 2005. He has a degree in landscape architecture and an MSc in administration from Seoul National University. He also has a PhD in international political economy from the University of Kent.

**Elmar Toime, consultant, E Toime Consulting**

Elmar Toime is chairman of Postea Inc, a postal technology group incorporated in 2006. Postea invests in and develops companies and technologies that help the productivity and performance of postal operators. Elmar is a member of the supervisory board of Deutsche Post AG; a non-executive director of SKYCITY Entertainment Group, a major listed New Zealand-based company; chairman of message AG, a German-based postal operations and systems consultancy; and a non-executive director of Blackbay Limited, a market-leading mobile solutions service company.

**Frank Appel, chairman of the board of management, Deutsche Post AG**

Dr Frank Appel is chairman of the board of management at Deutsche Post World Net and has been a member of the board since 2002. Formerly he was managing director of corporate development at Deutsche Post AG in Bonn. Prior to joining Deutsche Post, Frank was a consultant and then partner and member of the German business management team at McKinsey and Co. He has an MSc in Chemistry from the University of Munich and a PhD in Neurobiology from the Swiss Federal Institute of Technology.

**Claude Béglé, chairman of the board / president of the council of administration, Swiss Post**

Born in Switzerland, Claude Béglé has a PhD in Economics, a Masters in Law and a Masters in International Relations. His international career began in Nepal, Lebanon and Zimbabwe, where he worked for the Swiss Ministry of Foreign Affairs and then for the International Red Cross. From there he joined the Nestlé Group working in many different countries. As managing director of Philip Morris in Poland, he was responsible for one of the largest privatisations and foreign investments ever made in eastern Europe, while continuing to run the operational business.

**Andreas Taprantzis, POC chairman, Hellenic Posts SA (ELTA SA)**

Dr Andreas Taprantzis has 20 years of managerial experience across many industries, both as a management consultant and an executive manager. He has worked as a management consultant and senior partner, responsible for a diversity of projects with companies and organisations in both the public and private sector until 2001, when he joined the Hellenic Post. In August 2008 he was elected chairman of the Postal Operations Council (POC) of the Universal Postal Union (UPU) for the period 2008-2012.

**Ildikó Szűts, CEO, Magyar Posta**

Ildikó Szűts joined Magyar Posta in 1999 as the company's human resources development manager, and in 2002 was promoted to deputy CEO for human resources. In May 2007 she was appointed to the position of first deputy CEO, and in May 2008 was appointed chief executive officer of Magyar Posta. She is an honorary senior lecturer of the University of Pécs and the College of Catering and Tourism, chairwoman of the National Human Resources Policy Association, a member of several professional and social organisations and, representing Magyar Posta, lectures for innumerable conferences and university courses.

**Michael Chung, assistant postmaster general, Hong Kong Post**

Michael Chung is the Assistant Postmaster General of Hongkong Post (HKP), which he joined in 1974. He is also the head of the business development branch, leading HKP to develop and sustain businesses of major products and services, including local mail, speedpost, philately, retail and logistics. He holds an Executive Masters degree in business administration, and attended administrative development courses at the University of California, Berkeley in USA and the INSEAD in France.

**Moses Ma, managing partner, Next GEN Ventures Inc**

Moses Ma is a partner at Next Generation Ventures. He has been noted as an internet visionary in Time magazine, the New York Times and other publications. During his career he has been involved in the forefront of many exciting technologies: he started as a legendary games designer, creating the world's first commercially successful internet game and networked games technology; took the acclaimed computer company, Velocity, from an uncapitalised startup into one of the fastest-growing and most profitable in the country according to the SoftLetter 100; co-developed with IBM an early internet specification for universal identity; and as the founder and CEO of Bizbots – a high-flying internet dotcom.

**Jan-Willem Klinkenberg, business development manager, Vanderlande Industries**

Jan-Willem Klinkenberg is the business development manager for Vanderlande Industries. In his period at Vanderlande Industries he has seen the business units distribution and parcel & postal come to existence. Willem has been involved in optimisation of logistic processes and studied Logistics and Economics in Rotterdam.

**Liam Church, CEO, Escher Group Limited**

Liam Church is the president and CEO of Escher Group Limited, the leading provider of postal automation solutions internationally. He has spent much of his career working within the postal industry, and has considerable experience in the application of technology in support of business change. His key focus is on the process of change within postal organisations and the use of technology to expand new markets, drive business growth and accelerate profitability.

**Koen Vandaele, partner, Deloitte**

Koen has particular experience in delivering large-scale customer relationship management projects, with particular expertise in marketing and sales effectiveness. He has been working in this area for the past 10 years and has contributed to or led transformation projects in the US and EU. Koen has gained important experience in the postal and logistics sector. He coordinates Deloitte's EMEA postal and logistics community.

**James Roper, chairman, IMR World**

James Roper is chief executive and founder of IMRG (Interactive Media in Retail Group), the industry association for e-retailing, based in London, and chairman of IMR World, a primary source of global e-commerce intelligence. IMR World's mission ([www.IMRWorld.org](http://www.IMRWorld.org)) is to inform, assist and enable the successful adoption of interactive media by business and government in Europe and worldwide, by providing access to intelligence and know-how.

**Barry Larson, head of strategy media, Royal Mail Group**

Barry's international career includes working at board level in the retail, database management, software, consumer electronics, Japanese karaoke and postal industries in North America, Europe and Asia. In these roles, he has demonstrated a proven track record in direct sales, proposition development, managing teams, corporate strategy, intellectual property and competition law. This experience led to Barry's recent promotion to the head of strategy for media role at Royal Mail. The media application covers approximately 90% of Royal Mail's retail business.

**Ingemar Persson, Secretary General, PostEurop**

Ingemar Persson is Secretary General of PostEurop (Association of European Public Postal Operators) and former executive vice president of the Swedish Post. After 37 years at Posten AB, having held several top managerial functions, including operational and strategic / group functions such as HR, Ingemar joined PostEurop in 2007.

**Martin Blake, head of sustainability, Royal Mail Group**

For the last six years Martin has led the Social Responsibility and Sustainability teams at Royal Mail, as well as designing and implementing a very successful Carbon Management Programme to combat climate change. Martin has over 25 years' experience in business management, corporate social responsibility and sustainability. He holds an MBA in Organisational Analysis and Strategic Management, and his doctorate in Business (DBA) focused on Organisational Change. He chairs the PostEurop (45 European postal authorities) sustainability committee and is a member of many government and non-government advisory panels on sustainability and climate change.

**Massimo Sarmi, CEO and managing director, Poste Italiane SpA**

Massimo Sarmi is CEO of the Gruppo Poste Italiane. He has a technical background, graduating with full marks in electronic engineering at La Sapienza University in Rome and beginning his career as an engineer in the Air Force. He joined Telecom Italia and was involved in the break up of the mobile division from Telecom Italia. He was appointed managing director of the new company — TIM (Telecom Italia Mobile) — and moved on to become managing director of Telecom Italia. In 2001 Mr Sarmi was appointed CEO for Siemens Italy and then CEO of Gruppo Poste Italiane, which immediately showed profits after the previous 50 years of loss.

**Roberto Giacchi, CEO, PosteMobile, Poste Italiane**

Roberto Giacchi is CEO of PosteMobile SpA, which he helped set up in 2007. Prior to this Roberto was with Bain & Company, Telecom Italia and KPMG. He began his business career with Hellmann International Forwarders in London in 1994. Roberto served as an officer of Carabinieri and was educated at the Officers' School of Army in Cesano and the Officers' School of Carabinieri in Rome. He has a degree in Business Administration from the University of Rome and a Masters degree in Finance from Harvard Business School.

**Jonathan Hickey, senior manager EU shipping, eBay**

Jonathan Hickey is the senior manager of shipping in the EU for Ebay. He was formerly the founder and managing director of Jinlogic Ltd, a China-UK-managed outsourcing company and has also worked as a consultant for McKinsey and Co. Jonathan holds a PhD in Chemistry from Cambridge University.

**Keith Ulrich, head of technology and innovation management, Deutsche Post DHL**

Dr Keith Ulrich is head of technology and innovation management at the DHL Innovation Center. In his previous function as head of corporate initiatives in the corporate development department at Deutsche Post DHL, he took the lead in setting up the Technology and Innovation Management area, which he heads up today. The activities in his charge include cross-Group technology projects and patent management, as well as the running of the DHL Innovation Center.



**Christopher Park, principal, sustainability, Deloitte**

Chris Park is a Principal and leads Deloitte's Enterprise Sustainability practice. Chris joined Deloitte Consulting LLP's Strategy & Operations practice in 1994. In his consulting career he has served clients in the public sector, life sciences, health care provider, manufacturing, higher education, financial services, and retail industries. Chris leads Deloitte's cross-functional service offerings in sustainability, corporate responsibility and climate change through the Enterprise Sustainability Integrated Market Offering (IMO). His primary focus in the sustainability arena is strategy, training and policy, performance management, operations, and implementation planning.



**Jean Salomon, principal, JSalomon Consulting Partners**

Jean Salomon is a chemical engineer and PhD and has held various senior academic positions in medical biophysics. He has also worked as for Elscint, a leading medical imaging equipment manufacturer. He spent over 20 years as SVP with IER, enhancing its world leadership in access control, passenger and baggage automation, and intelligent logistics solutions for the transportation and security industries.



**Klaus Micheal Buecher, director sales and marketing, Vitronic GmbH**

Klaus has worked for Vitronic since 1990. He has more than 10 years' experience in the logistics market for machine vision solutions.



**Jörg Wehebrink, senior consultant postal solutions, Wincor Nixdorf**

Jörg joined Wincor Nixdorf in February 2009. He is now responsible for the further development of the company's Postal Solution Suite, a software suite dedicated to the postal retail network and related backend processes. His previous career includes more than 10 years as IT consultant and project manager for Accenture. During this time he was a project manager responsible for large integration projects in the governmental, healthcare and postal industries.



**Kasey Lobaugh, principal, multichannel retail practice, Deloitte**

Kasey has over 15 years' consulting experience with large retail-like organisations, leading strategy and implementation teams. He focuses on transforming a large retail organisation's people, processes and technologies to support the growth and scale required in today's multichannel retail environment. Kasey is considered a thought leader and is often quoted by Internet Retailer, Chain Store Age, Multi-Channel Merchant, Reuters and other noteworthy publications.

---

“ POST-EXPO is a great opportunity because everyone is here. To be able to meet with people you know but wouldn't normally travel to see, and discuss all you need to over two days, is ideal. ”

Tijs Steenge  
**Senior consultant, TNT Post**

# List of exhibitors for 2009

## Combined POST-EXPO 2009 and Courier and Parcel Logistics Expo 2009

Accell Group N.V • Acepac International (S) Pte Ltd • Acial • aCon • Acteos GmbH & Co KG • AddressDoctor • Aditi LLC, USA • Air Partner GmbH • Aixam Mega • AKER WADE • Ammeraal Beltech GmbH • Andras Neuzer Kft • Apollo VTS B.V • Ascent Software Limited • ATB Automatentechnik Baumann GmbH • Autobag Automated Packaging Systems Ltd • Axmann Foerdersysteme GmbH • BETA (Shenzhen) Package Products Ltd • Beta Systems Software AG • Beumer Maschinenfabrik GmbH & Co KG • BGK - Endlosband • BKP Infosystems Ltd • Bluhm Systeme GmbH • Blume-Rollen GmbH • bmi • BMT Mailtechnology AG • Bowe Bell and Howell • Braal GmbH / Braal Postal Equipment • ByBox • CASIO Europe GmbH • Central African Shipping Lines Limited • CEP Research • Cimcorp Oy • Citizen System Europe GmbH • Cleanairbike • CODE Plus, Inc • CodX Software AG • Connaught Engineering Ltd • Cowin Svenska AB • Crisplant a/s • Cycleon • Danish Export Association • Datamax - O'Neil • DDE / DSE IT - Gruppe • Dejoie • Deutsche Bank AG • Deutsche Post DHL • Deutsche Post DHL • DuPont de Nemours S.a.r.l • DuraCar Holding B.V • DX Business Direct • DYMO- Endicia • Earth Class Mail Corporation • Easy Weigh • EcoCraft Automotive GmbH & Co KG • Ecomond Oy • e-Kurier net • Elsag Datamat SpA • Ernst Reiner GmbH & Co KG • Escher Group Ltd • Esker SA • ESRI • ETRI • Euroseal a.s • Eurosort • Espresso-Deutschland • FBA • Fiat Group Automobiles SpA • Fives Cinetic - Cinetic Sorting Spa con Socio Unico • Forbo Siegling GmbH • Formia Vesma Oy • Francotyp Postalia GmbH • Fulton • Geisel Druck KG • Gemadec • Georg Utz GmbH • GfK Geomarketing GmbH • Gilgen Logistics AG • Giro Inc • Groupil Industrie • Handy Maskinflytning • Hannover Airport • Harte-Hanks Trillium Software • Hoza • Hummel GmbH u.Co. KG • ID Mail Systems • IER • INFORM GmbH • Ing. Buro M. Kyburz AG • Ingenico • Intellicom B.V • Intermec • Interroll Automation GmbH • ISEKI Maschinen GmbH • ITA Logistics • Jeppesen Systems AB • KD avia Airlines • Keba AG • Kofax Deutschland AG • Korea Post • Korozo Ambalaj San. Ve Tic A.S • LKE GmbH • Loadhog Ltd • Lockheed Martin • LockTec GmbH • LUG Europa • Lyngsoe Systems • MAPSI S.A • Maschinebau Sohns GmbH • Max Schlatterer GmbH & Co KG • Mettler-Toledo AG • MGT - Maschinen-und Geraetebau GmbH • Michael Linnell & Co Ltd • Mifa Mittldeutsche Fahrradwerke AG • Milford Industries • Motorola Enterprise Mobility • Nacex • Nagler Technik GmbH • National Presort Inc • NEC Corporation • Neopost • Neopost • Nerak GmbH Foerdertechnik • Nobab GmbH • Norsjo Moped AB • Norsk European Wholesale Ltd • NPI • OCS Checkweighers GmbH • Opticon Sensors Europe B.V • Orfix International • Orion Web Technologies Ltd • Ortec • Oxygen S.p.a • Parascript LLC • Pawisda Systems GmbH • Persage Inc • PESA/ Bizerba • Peugeot Motorcycles • Piaggio Deutschland GmbH • Pitney Bowes Ltd • Planet Intelligent Systems GmbH • Pony Express • Positive Advisory SA • Postal Technology International magazine • Postea Inc • PostJet Systems Ltd • Primevision • Printsoft • Prolistic • PVI - Industrier • Reason Solutions • Reason Solutions India • Romec Ltd • Routesmart Technologies Inc • Russian Post • Ryzex • Schmalz • Schur Packaging Systems • SICK AG • Siemens Industry Sector, Mobility Division, Infrastructure Logistics • Signals IT Ltd • Simaco GmbH • Skeye • Smart Post • Solystic • SOTI Inc • Spectos GmbH • Speedliner Mobility GmbH • Stema Stempel und Apparatebau GmbH & Co KG • Synaxio • Syslore Ltd • Syster • T.E.R • TomTom N.V • Top Baggage International • Toshiba Toshiba Corporation • Trans Euro Air Ltd • Transend Worldwide • Transvision A/S • Treco + Post Mark • Universal Postal Union • Urbana AG • Vaculex • Vanderlande Industries • Viadukt • Videojet Technologies Inc • Vitronic Dr.Ing Stein Bildverarbeitungssteme GmbH • WE Group • Welltec System (UK) • Whittier Mailing Products Inc • Wincor Nixdorf International GmbH • Winkurier •

*Delivering the future of postal technology...*

[www.postexpo.com](http://www.postexpo.com)