

EXPLORING NEW FRONTIERS

Exploring New Frontiers, Reshaping the Postal Industry is about how the postal, parcel and logistics industry, as a business ecosystem, is evolving and changing fast in response to the challenges and opportunities it faces. Some changes are being driven by external factors such as the emergence of new and exciting 'intelligent' technologies, so-called digital disruption and the rapidly growing e-commerce market. Other changes, driven by regulation or strategic choices, such as diversification, are partly in the hands of industry leaders who, with their key stakeholders, can decide, or at least influence, the direction they are taking.

In recent years many public postal companies have been wholly or partially privatised and we have seen the emergence of large global integrators and a proliferation of newer private postal, express, courier, parcel and logistics companies to meet the growing market needs. So, the 'shape' of the industry sector and the composition of the ecosystem has already changed very significantly and is already more diverse and fragmented than ever before.

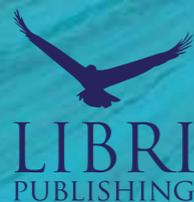
Now this wider 'postal sector' is experiencing another seismic shift as traditional sector boundaries dissolve, mainly due to digitalisation, which is dramatically changing the business landscape in which it operates. Whilst this has opened up new opportunities for traditional postal companies to diversify into other domains, it has also paved the way for other players to enter the postal and logistics space. Equally, traditional business models are being subverted and challenged by a variety of new kinds of start-up or competition.

In 34 chapters, thought leaders from 22 countries around the world give their accounts of what is happening on different 'frontiers' of this vast global industry sector. The book is designed for readers to be able to dip into topics that interest them and then use the chapters to stimulate further thought and discussion.



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