

# Digital transformations the Post of Slovenia – an example of business model change

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Post of Slovenia is national postal provider and one of the largest provider of courier and information services in the country. By offering new, technologically advanced services it aims to establish itself as a major provider of postal and related financial and logistics services in Slovenia and the Alps-Danube-Adriatic region as well as an important provider of information services for public administration, business entities and citizens.

Post of Slovenia is responding the challenges of digitalization with the continuous development and growth, which are mostly oriented in advanced information technology and modern digital solutions that can significantly improve lives and operations of all customers (individuals, companies and public administration). This will also continue in the future with a dedicated investments in computerization of its postal network (eg. automated post offices and parcel delivery boxes, computerization of postmen, cashless and mobile payment, e-services, automation of logistic processes etc.) and development of information services, which represent electronic substitutes or complements to existing postal services in the physical world and are designed for a modern and safe e-commerce and for changing needs of customers.

Post of Slovenia is aware that successful innovations are the key source of long-term progress. Therefore its focus in the future will be even more on its own digital transformation, that will result in implementing services, which can simplify customers life and operations in the meaning of safety, reliability, optimal usage and accessibility. To this end, it will create an ecosystem of innovations, that will help in transformation of postal services from the physical to the virtual world by providing systematic support and promotion of selected innovative projects in collaboration with external partners and stakeholders (e.g. strategic innovation and development partnerships, cooperation with scientific research institutes, working with startup companies etc.). This will represent an environment within the Post of Slovenia, which will encourage implementation of research, development and innovation projects in strategic development areas such as logistics and mobility, information services and e-commerce (digital services), energy efficiency and new competencies of employees. As part of that, there will be a special attention given on:

- improvements and innovations for the first and last mile of delivery,
- developing platforms that could be used by other providers of postal and courier services around the world,
- performing solutions and business opportunities, including in particular the combination of postal network (more than 400 post offices, approx. 2,400 postmen nan approx. 1,200 means of transport), cloud computing, Internet of Things (IoT), Internet of Services (IoS) and Big Data.