



*Advanced Planning & Scheduling
and Supply Chain Optimization
solutions for Postal Logistics*



INTELLIGENT PLANNING AND OPTIMIZATION TO REDUCE COSTS AND INCREASE OPERATIONAL EFFICIENCY

PLANNING FOR SUCCESS IN A CHANGING MARKET

The rapid changes in today's postal industry have created a more complex business environment. Trends such as declining mail volumes offset by a growth in parcel volumes, increased competition due to liberalization, rising customer expectations, tighter environmental regulations and expanding B2C deliveries are forcing postal operators to rethink their business strategies. In this dynamic environment, operational efficiency and flexibility are vital to the financial success of any postal operator.

Whether you primarily provide mail collection and delivery or also offer additional services such as time-definite parcel

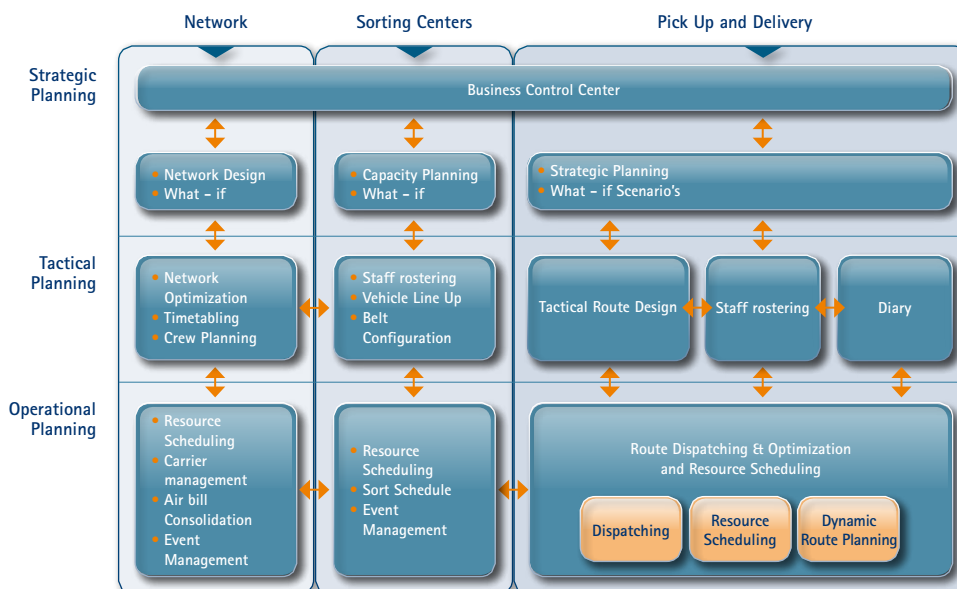
delivery or full contract logistics, Quintiq is able to help you meet your challenges by providing an integrated set of advanced and adaptive planning systems designed for the postal industry. The Quintiq Postal Planning Solution enables you to make optimal use of resources, to improve service quality, flexibility and reach, and to successfully introduce new services – with maximum cost effectiveness.

SOLUTIONS FOR ALL PLANNING LEVELS

The key to achieving operational efficiency is integrating all commercial, collection and delivery, as well as network and sorting operational processes, so that your entire organization is focused on common goals. In order to reach

In today's postal environment, tight cost management, exceptional customer service delivery and the ability to quickly adjust to market changes are fundamental to the success of your company. Understanding the complex needs of postal operators, Quintiq provides a full range of powerful planning solutions that can support your current processes and promote your business growth.

FUNCTIONAL OVERVIEW



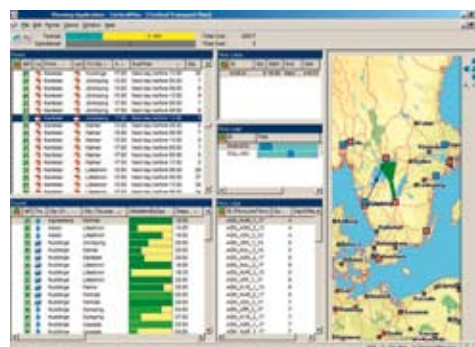
The functional overview highlights all areas where Quintiq could support your business processes, a specific solution can comprise of one or more particular areas.

KEY BENEFITS:

- **Integrated planning** – PUD, network and depot operations are coordinated real-time to synchronize the flow of activities and push the buffers out of the organization.
- **Service flexibility** – Easily and quickly offer new or tailored services while taking advantage of commodity costs.
- **Exceptional customer service levels and service quality** – Attain a strong competitive position.
- **Significant PUD cost savings** – Benefit from efficient resource utilization and increased productivity.
- **Fewer tours** – Reduced by real-time dispatch and the elimination of ad-hoc tours.
- **Significant savings in network operation costs** because of better volume-capacity balancing.
- **Improved utilization of capacity** through efficient assigning of vehicles and personnel on a daily, weekly and monthly basis.
- **Reduced labor costs** – Optimally align workforce supply with parcel processing demand.
- Reduced fuel consumption** – Improve environmental friendliness and save on fuel costs through efficient tour generation, integration with telematics, and improved first-time delivery rates.
- **Company-wide visibility into operations** across all planning levels.
- **Exceptional and profitable delivery performance** – Choose the most profitable deliveries and confidently stand behind flexible delivery schedules.

this, Quintiq provides advanced optimization capabilities from the strategic level down to the operational level. Quintiq fully supports strategic planning processes and provides postal organizations with insight into all aspects of your supply chains, from medium to long-term. It supports, for example, decisions regarding network design, capacity investments/de-investments and service strategies. Multi-scenario functionality enables easy comparisons of strategic business options.

Additionally, reliable and optimized medium-term tactical planning that guarantees shipments are accepted against the highest margin is essential to all postal operators. This, however, is not enough to achieve operational excellence. Only by combining strategic & tactical planning with robust short-term operational scheduling can you bring your company to the next level of efficiency. Furthermore, adding real-time event management to handle daily disturbances enables you to optimize all processes on all planning levels. Finally, when making planning decisions, you need immediate insight into their effects on your key performance indicators (KPIs). Only with an advanced planning solution can you achieve operational efficiency, organizational agility, service offering flexibility and financial success.



Tactical Planning

Likewise, the integration of multiple resources, such as vehicles, drivers, depots, sorting machines and personnel across different planning horizons into an integral plan is crucial to achieving operational efficiency. Quintiq supports all of this on a single, unified technology platform, surpassing the capabilities of traditional solutions.

And, as the only solution that supports multiple structures, Quintiq offers the unique ability to integrate multiple networks by planning across air schedules, sorting centers, charters, road networks and collection & delivery services.

THE QUINTIQ POSTAL PLANNING SOLUTION

The Quintiq multi-resource planning application suite includes the following features:

Company Planning

- Supports your commercial division by addressing order acceptance and sales quoting.

Network Planning

- Generates optimal services, timetables and line hauls, directs mail and parcels through the network. Ensures maximum network-wide resource utilization by balancing forecasted needs with actual resources, such as vehicles, depots/hubs, charters, drivers and other personnel.
- Displays the effects of network changes, such as the introduction of a new depot, to support strategic decision-making.



Network Planning

Sorting Center Planning

Sorting facilities typically have extensive capital investments in mechanized mail and parcel sorting apparatuses and large labor pools for machine operation and manual processing. Being part of a larger supply chain, sorting centers are impacted by erratic mail arrival patterns which are beyond their control. Regardless of arrival exceptions, they are required to meet service standards imposed on them by other sorting operations or delivery networks.

- Ensures the efficient use of capital and labor resources through effective scheduling
- Aligns workforce supply with volatile goods flow; generates optimal labor rosters based on production schedules
- Assigns tasks to people for the day of execution to increase throughput while taking into consideration multiple factors, such as time and leave policies, labor contracts and even weekly trends in sick leave.



Pick Up & Delivery Planning

- Generates optimized collection and delivery tours
- Enables you to offer flexible delivery time slots to your customers, taking into account service levels, customer preferences and other parameters
- Balances the distribution of letters and parcels to depots based on depot capacities (depot load balancing)
- Ensures the efficient assignment of postal workers, drivers and vehicles to meet delivery requirements. This improves first-time delivery rates, minimizes missed deliveries and pickups and reduces costs
- Takes into account all business-specific rules, such as delivery address characteristics and constraints
- Integrates with navigation and telematics systems, enabling a timely response to disturbances and quick, cost-effective rectification of missed deliveries.

SUPERIOR ANALYTIC CAPABILITIES FOR ACCURATE DECISION MAKING

With shrinking reaction times, decision-making must be quick and accurate. To measure the quality of planning decisions, Quintiq compares operational performance against resource utilization, employee satisfaction, customer service levels and other KPIs. This enables you to instantly understand the quality of any plan. For example, before bidding on a new tender, you will have clear insight into how the contract will affect operations by performing 'what-if' scenario analyses to discover hidden costs and benefits.

Moreover, Quintiq offers a veritable treasure chest of management information based on your business data and analyses of deployment, availability and planning trend sets. The user-friendly interface makes interaction between the planner and system direct, fast and intuitive. Individual planners choose the visualization according to their specific planning requirements, creating insightful displays of data that enable them to make informed and effective decisions. This results in a system where the planner is always in control.

INTEGRATION WITH OTHER SYSTEMS

Integration with other IT systems is essential to any advanced planning and optimization system. The Quintiq technology is able to integrate with external systems (ERP, HR systems, handheld devices) using a multitude of technologies, including XML, ODBC, SOAP and many others.

A PERFECT FIT FOR TODAY AND TOMORROW

Because every postal company has its own specific planning preferences and requirements, having a planning and scheduling solution customized to your organization's needs is essential.

Conventional software is built upon parameters. This results in an incomplete fit with organizations' specific planning requirements and compromises planning quality and relevance. The Quintiq Postal Planning Solution is a fully configurable solution based on the uniform Quintiq technology core. Quintiq technology is a business logic-driven planning platform: any business rule or constraint can be easily defined in the system. This means Quintiq has the unique ability to create an exact fit with your organization's needs.

And, because the Quintiq solution is flexible, it will meet your future planning and scheduling needs, supporting even rapid and substantial growth. This gives you the best of both worlds: the perfect fit of a tailor-made system with the long-term scalability and upgrade benefits of a standard solution.

In addition, fast implementation sets Quintiq apart from its competition. Quintiq has developed a standard project methodology: the Quintiq Project Life Cycle (QPLC), which enables fast and easy deployment. A fully serviceable and customized solution can be delivered and implemented quickly, with many users experiencing a payback time of just 6 to 18 months.

ABOUT QUINTIQ

Quintiq focuses on providing Advanced Planning & Scheduling and Supply Chain Optimization solutions. Specializing in supporting companies that work in complex, dynamic business environments, like companies in the postal industry, Quintiq helps to improve business control, increase delivery reliability and reduce costs.

The company's headquarters is located in the Netherlands and it has subsidiaries in Germany, UK, Finland, Malaysia, China, Australia and the USA.

For more information: www.quintiq.com