



Innovapost™

Creating a Mobility Blueprint



Canada Post Parcel Tracking

About Canada Post

- Revenues: \$7.5B (2007)
- Employees: 72,000
- Destinations: Serves 14 million addresses
- Locations: 6,800 post offices, 560 Depots, 24 Plants
- Workload: Delivered 11.8 billion letters and packages in 2007
- ≈ 1 Million end user scans per day
- End Users: 14,000 motorized delivery agents



Canada Post – Parcel Tracking Application

”

In 2005 our depot based tracking systems and our hand held scanners had reached the end of their life cycles. New scanning technologies were coming onto the market and it made sense to take the leap to 100% in depot wi-fi and on on-route cellular connectivity. There were numerous operating efficiencies that we could tap into and our customers were looking for improved visibility.

- Peter Duncan, Director Engineering, Product Tracking Processes and Systems, Canada Post

Parcel Tracking Challenge

- Replace fragmented mobile point solutions in place since 1996
- Introduce a mobile computing architecture that would scale with new mobile applications and increased user volume
- Modernize and standardize hand-held scanners used by 14,000 motorized parcel delivery agents across 600+ locations nationally
- Reduce package tracking information time-to-customer (mailbox to plant sortation to the final recipient delivery)



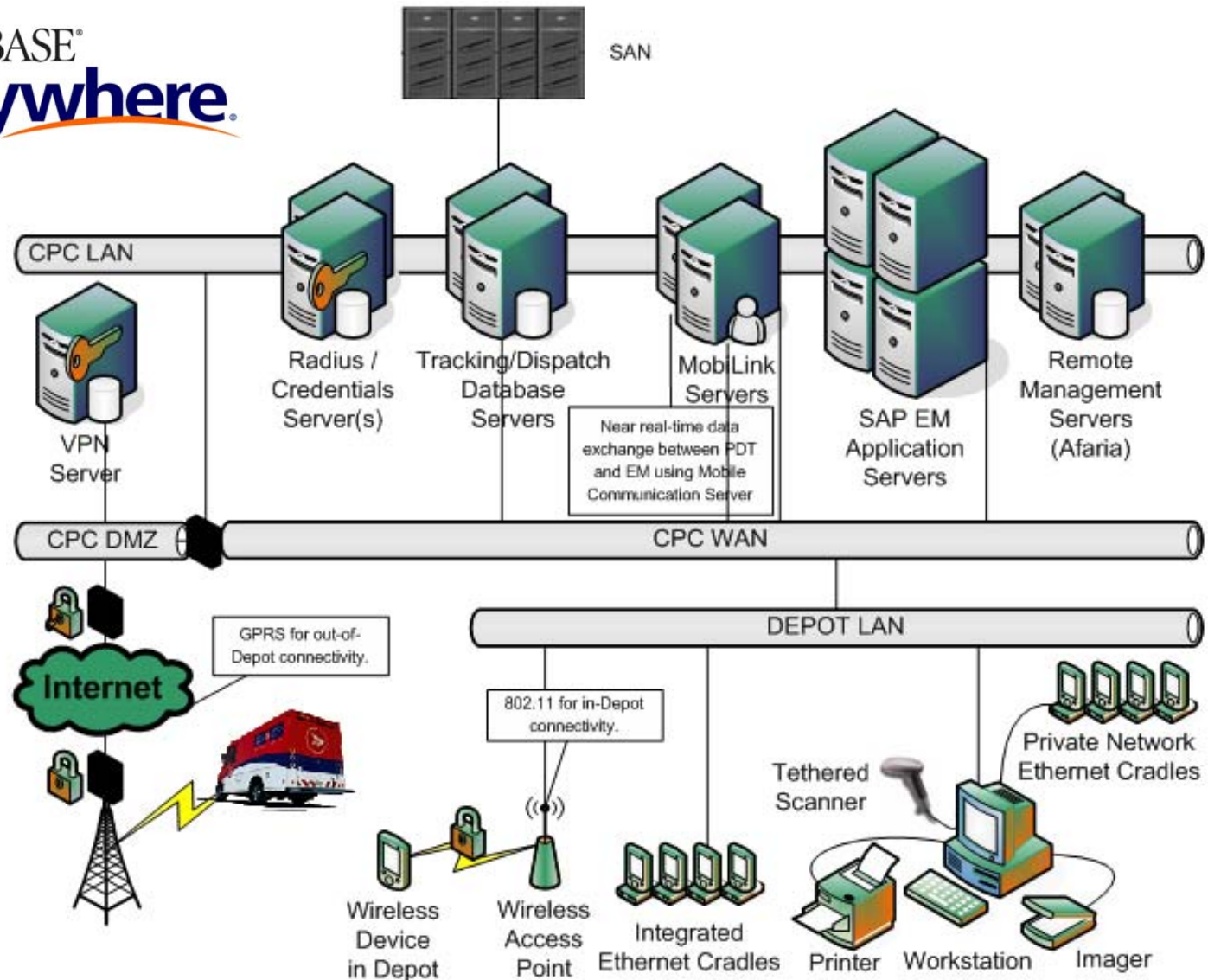
Parcel Tracking Solution



- 3 radios (blue-tooth, wi-fi, cellular)
- Full-colour, backlit user interface running Windows offers drivers a familiar on-screen environment
- Improves frequency and speed of data delivery to back-end ERP systems and online display to customers
- Reduces the need for carriers to return to a base station
- Technologies deployed:
 - Sybase mobile database and management platforms
 - Motorola MC70 mobile computers
 - Windows Mobile 5.0 / .NET CF 2.0

Re-usable and Scalable Architecture

SYBASE®
iAnywhere.



Immediate Value Delivered

- Improvement in productivity annually
 - Mobile applications enforce procedures and guide users through activities so necessary data is collected and accurate
 - Examples:
 - Street letter box scanning. Real time reporting of missed boxes and immediate corrective action will improve service performance
 - Elimination of off-site data keying locations for a \$1.5M saving
 - Elimination of truck radios via the use of messaging
 - Increased on-demand pick up coverage area and potential increase in pick up windows
 - User-friendly solution enables new employees to be trained quickly
 - Introduction of Wi-Fi™ and GPRS connectivity means data available to the customer in minutes rather than hours or days

Immediate Value Delivered

- Reduction of manual procedures
 - One time data capture at time of activity
 - Reduced error potential from re-keying, manual entry
 - Reduction of just one sheet per route per day equates to 5000 sheets a day / 1.2 million sheets a year (about 15 trees annually)
- Improved loss protection for critical data
 - Mobile data stored in encrypted database and transactional synchronization protects against communication interruptions
 - Windows Mobile 5 ROM based approach preserves data and device state on power loss

Long Term Value Delivered

- Increased asset utilization
 - Multi-App Support: One device many applications
 - Historically mobile devices were single purpose utilized (even when they were capable of more)
 - Enterprise mobile platform entry costs can be a barrier to initiatives with smaller benefit profiles. Once deployed an in-place platform enables harvesting of benefits previously blocked by the entry cost
- Reduced costs of developing future mobility initiatives
 - Highly flexible and scalable mobile architecture services mobile initiatives, removes need to design and build new with each one
 - Scales up and out. Capacity can be added as needed and available capacity used by new initiatives or client devices
 - Support and maintenance efficiencies due to common application platform, environment and architecture across applications

What's Next

- With a re-usable and scalable architecture, Innovapost and Canada Post are ready to handle new mobile applications and increased user volume
- Evaluating the idea of equipping all delivery agents – including 11,000 letter carrier foot routes – with mobile devices
- Introducing new solutions on architecture, i.e. paperless commercial receiving docks that enable employees to be on the floor moving the mail not bogged down in administration



Thank You

- www.innovapost.com
- www.canadapost.ca

“

The deployment of additional scanners to automate the capture of delivery events combined with cellular data transmission capabilities have delivered tremendous improvements to the speed at which information is provided to customers.

- Peter Duncan, Director Engineering, Product Tracking Processes and Systems, Canada Post