

## Challenge – Smart Mobility

### Correos



The world is more and more connected and requires significant changes in the processes and forms of relationship between the different actors in the supply chain. In logistics, this requires an increasing integration in the supply chain that provides the final client with a more convenient delivery adapted to their needs. In this line, Correos integrates its customers to improve the efficiency of the logistic processes, providing a greater follow-up and offering less and less shipping times, speeding up the delivery of goods that require it.

In order to adapt to the needs and particularities of the recipients and with the aim of increasing efficiency and convenience in delivery, it is also developing new delivery models. Among these new delivery models, Citypaq has emerged a system of reusable lockers in places of convenience that allows users to pick up their shipments by means of a code that they receive in their email and / or in their mobile phone. It is also transforming its fleet to new shipments (using packages instead of letters) and new mobility restrictions (electric vehicles, preferably motorcycles and tricycles instead of vans). In order to reach remote locations, 3D logistics have also been considered, using the airspace to make deliveries through autonomous drones.

Correos is facing the challenge to adapt its last-mile delivery processes to the new market conditions, considering that e-commerce is expanding, delivery times are decreasing, more and more predictability is required in delivery (indicating only the arrival day is no longer valid, but the delivery time is required). We are looking for a new last-mile delivery model that is sustainable, scalable and more convenient for our end users.

Do you have a suggestion how make it happen?

## About Correos

Correos is one of the first public companies to promote Open Innovation programs with startups. Correos launched an Open Innovation program that allows the incorporation of innovative projects in collaboration with entities outside Correos, such as other corporations or startups. In 2017, Correos decided to go a step further and build a center dedicated exclusively to innovation and entrepreneurship: CorreosLabs.

Under the name of Lehnica Challenge, its startups acceleration programme, there are already 10 winner startups receiving a one-year support program, with a 30.000€ grant for the development of a pilot to validate its business model and potential with Correos.

Correos is under a huge transformation due to the logistics market moves, facing different challenges. A combination of its public duty as the Spanish Universal Postal Courier, and an exponential growth in e-commerce delivery, a steady decline in the traditional postal business and a need to innovate both in internal efficiency and in new ways of providing value through its delivery network.