Our Commitment to Customer-centric Innovation:

**INSPIRE** through thought-provoking experiences at the Innovation Center that cater to the future **visions, trends and latest logistics solutions** relevant to each customer’s industry.

**CONNECT & ENGAGE** via 1-2-1 sessions with subject matter experts, innovation workshops and events, or, initiate a joint research project with **DHL Trend Research**.
Trend Research Value Chain

1. Deep Dive
2. Trend Report
3. Innovation Center Exhibit
4. Proof of Concept
DHL Logistics Trend Radar
The new consumer...

Single Channel  Multi-channel  Omni-channel

Deutsche Post DHL Group
3. IoT in Last-mile Delivery

Automatic order placed for:
- Fridge: milk, eggs, fresh fruits
- Goods: cat food, diapers, washing powder

Automatic order placed for:
- Product BRA03252A8 x 200
- Product TRA24989 x 350

Notification: delivery of your parcel scheduled for 13:30 this afternoon. Re-route delivery to your neighbor?

Pick-up of clothes (1.5kg) requested
- Address: 5a Clovelly Road
- Payment: complete
- Bring back to parcel center for packaging and processing

Notification: Groceries have been delivered
- Temperature 1°C

Transmit data on:
- Road condition
- Traffic
- CO2 emissions
- Noise pollution
DHL Packstation

DHL Parcel Box

Deutsche Post DHL Group

Pang Mei Yee | DHL CSI
FUTURE OF IOT IN LOGISTICS

Source: DHL Trend Research
“I never failed once. It just happened to be a 2000-step process.”

~ Thomas Edison