



# Development Strategy & eCom Services

## Deutsche Post DHL Solutions

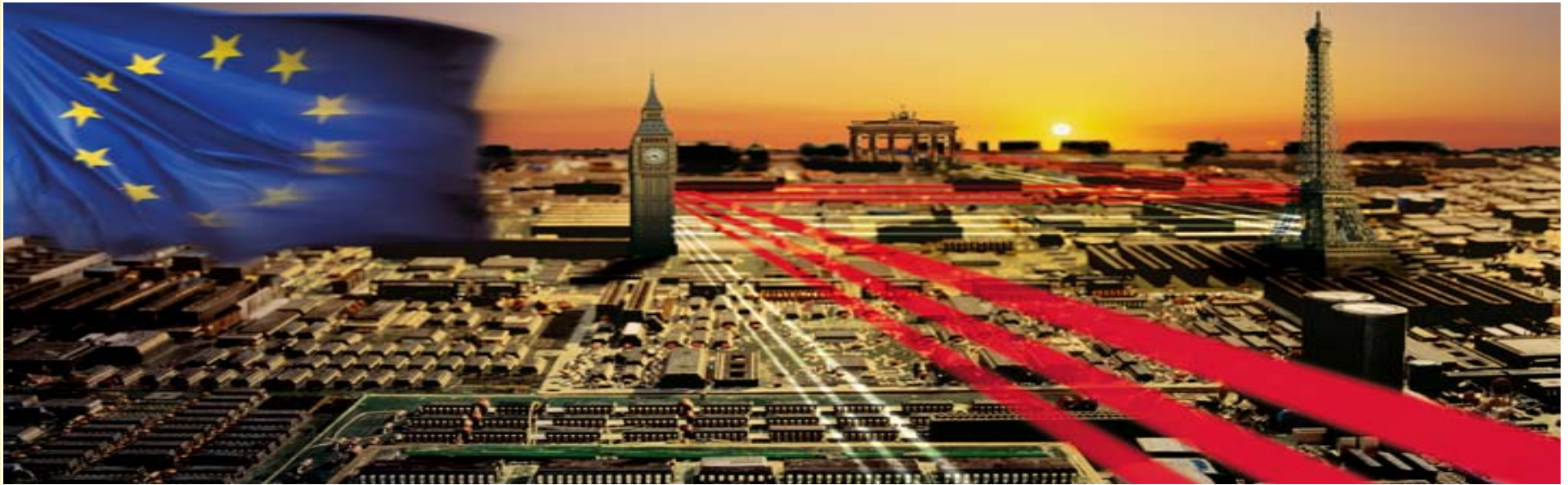
**Dr. Tassos Vassilopoulos**  
CIO, DHL Express Hellas & Cyprus

Hellenic Telecommunication & Post Commission Forum, Athens, April 13, 2011

- DHL The Logistic Company for the world, is a Deutsche Post World Net brand.
- DHL is the global market leader of the international express and logistics industry, specializing in providing innovative and customized solutions from a single source.
- DHL offers expertise in express, air and ocean freight, overland transport, contact logistic solutions as well as international mail services, combined with worldwide coverage and an in-depth understanding of local markets.
- DHL is a global Network composed of more than 220 countries and Territories and about 250.000 employees worldwide.
- DHL Accepts its social responsibility by supporting climate protection, disaster management and education.
- DHL is part of Deutsche Post DHL. The Group generated revenue of more than 51 billion euros in 2010.
- For more information: [www.dp-dhl.com](http://www.dp-dhl.com)

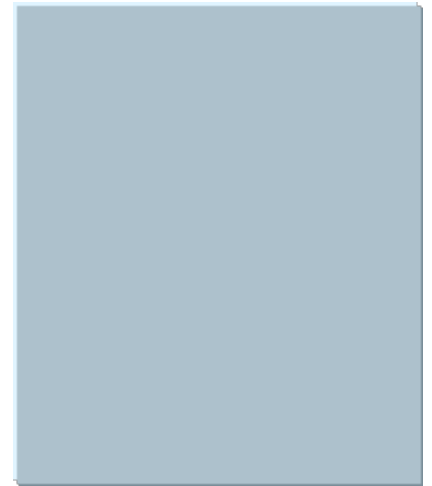
## Methodology

- A Look at the World : Global developments
- A Glance at the Customer
- A Look at Logistics



A Look at the World : Global developments: *The world economy grows – New Winners, New Losers*

- Energy: - *Rising price of OIL, Renewable energies on the upswing, nuclear Energy*
- Natural Resources, Raw Materials: - *Still an Important Factor in Power Politics*
- Climate: - *the Big Issue around the World Sparks a “Green” Revolution*
- Old and New Players in the Globalized World
- Financial Crisis – *a Phenomenon That Will Pass, end of protectionism*
- Technological Developments – *“Always On Internet”*
- Social Conditions – *Inequalities Grow*
- Security, Terrorism, Violence, and Epidemics – *No Serious Obstacles to Global Growth*
- Values – *the Spiritual Self*



## New Demands, New Behaviors, New Possibilities

### ■ Climate and Values - the Ethics of Consumption and Its Limits

- Transparency, Ethical Products, Conscience count
- Price Beats Conscience, price is important criteria, & deciding factor.
- Integrated comfort

### ■ New Technologies - the Relationship between People and Machines,

- Integrated “smart agents” navigates our lives
- Everything will be completely individualized - marketing will be more personal
- The more human the better - preference for person-to-person communication will still persist
- individual consultation

### ■ Internet Commerce - the New Culture of Diversity

- Success in sales will be completely redefined. Definition of a “bestseller” will be reformulated. There will be “instant bestsellers “
- products and services will constantly be on the testing bed. The power of Bloggers
- the number of Internet vendors is expected to massively increase





## the New Model Industry

- Climate – the Central Challenge
- Values – the Ethics of the Logistics Company,
  - Offshoring and outsourcing will create new possibilities
- Technological Developments – Radical Changes in the Industry
- A New Understanding of Companies – the Age of Cooperative Efforts. “Green Business”
- New Scopes of Responsibilities



## ■ Transportation System

- The ability to move people and goods
    - quickly, efficiently and cheaply,
    - for a dynamic economy and cohesive society.
  - The transport sector generates 10% of EU wealth measured by gross domestic product (GDP), equivalent to about one trillion euro a year. It provides more than ten million jobs
- ## ■ The removal of barriers to cross-border trade and travel has increased
- the volume of long-distance goods and passenger transport.



- Transportation demand and / behavior are growing even more dependent on timely deliveries
- At the same time supply chains have become increasingly globalize,
  - assembly points away from and consumption locations
  - environmental concerns due to global warming and associated security risks regarding energy supplies have drawn the attention of numerous constituencies (cf. Cline (1992), Poterba (1993), and Painuly (2001)).
- Many production units are installed near to transportation network nodes (airport, Freight Terminals, logistics warehouse, ports etc.)





- **Models to be used trying to Re Shape the Supply chain from linear to Dynamic**

- Trip Generation, Trip distribution,
- route choice, Link performance analysis,
- revenue and cost model.

- **Advanced information Technology systems**

- The Fast and secure movement of goods and the continuously change of their status could be managed only

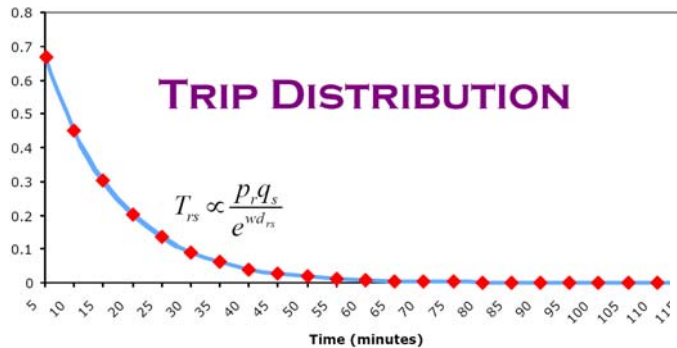
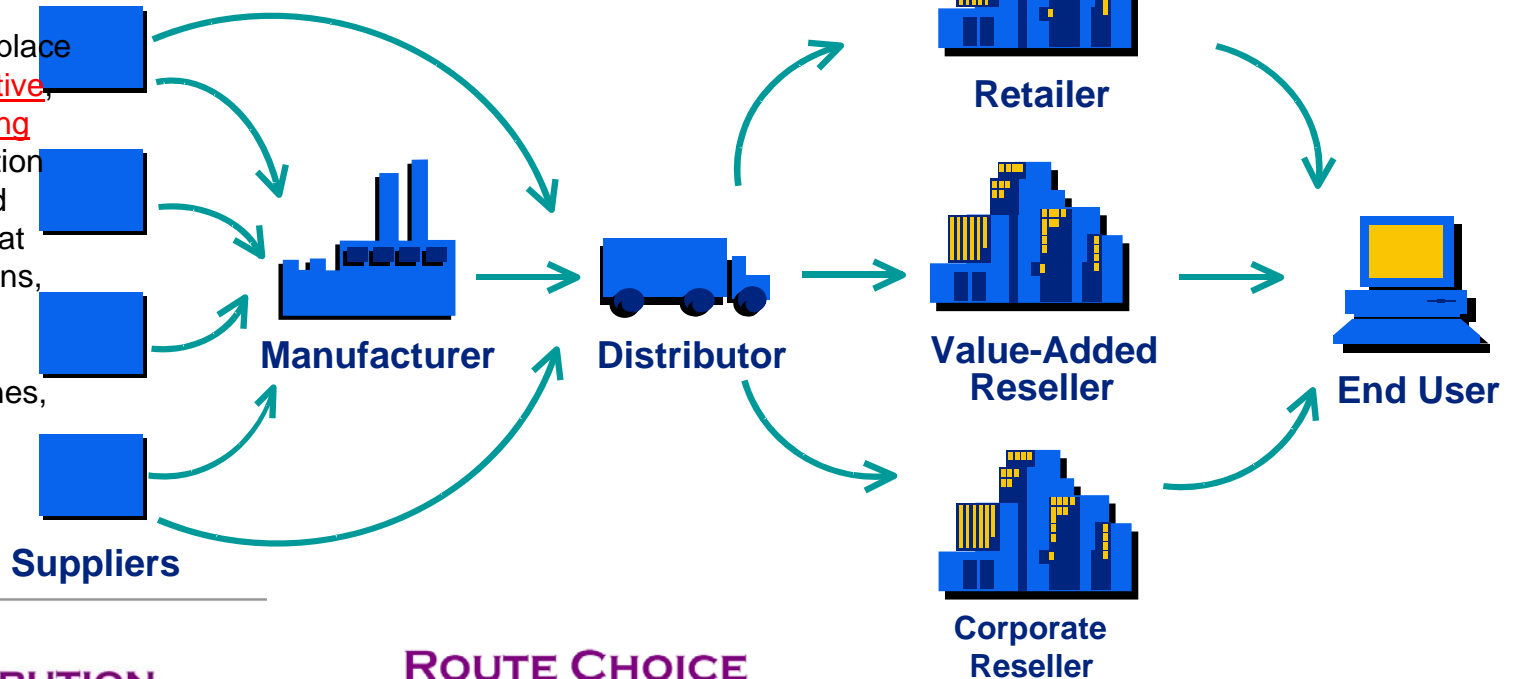
.... by exploiting theirs information for each moments (metadata)

- The management of this logical model could be realized only by a set of dynamic and advanced information systems and Telecoms

- **The Value of information is the same as the value of the transportation itself**

# Transition from Linear Supply Chain...

Transportation is a highly **structured** process, it takes place on **networks**, it is **time sensitive**, and it has issues with **queuing** and **congestion**. Transportation requires **space** to occur, and radically alters spaces both at nodes—the terminals, stations, interchanges, which often become important activity centers—and along links (lines, roads, tracks, etc.).



Calculates trips between network nodes

- Gravity model
- Working on agent-based trip distribution

Where:

$T_{rs}$  is trips from origin node  $r$  to destination node  $s$ ,  
 $p_r$  is trips produced from node  $r$ ,  
 $q_s$  is trips attracted to node  $s$ ,  
 $d_{rs}$  is cost of travel between nodes  $r$  and  $s$  along shortest path  
 $\tau$  is "friction factor"

## TRIP DISTRIBUTION

$$T_{rs} \propto \frac{p_r q_s}{e^{\tau d_{rs}}}$$

## ROUTE CHOICE

- Wardrop's User Equilibrium Principle, travelers choose path with least generalized cost of traveling (s.t. all other travelers also choosing the least cost path)
- Cases

- No Congestion
  - Dijkstras Algorithm

- With Congestion
  - Origin Based Assignment (Boyce & Bar-Gera)
  - Stochastic User Equilibrium (Dial)
  - Agent-based Assignment (Zhang and Levinson, Zhu and Levinson)

Flow on a link is

$$f_a = \sum_{rs} T_{rs} \cdot \delta_{a,rs}$$

Where

$$\delta_{a,rs} = 1 \text{ if } a \in K_{rs}, 0 \text{ otherwise}$$

$K_{rs}$  is a set of links along the shortest path from node  $r$  to node  $s$ ,

- Generalized link travel cost function

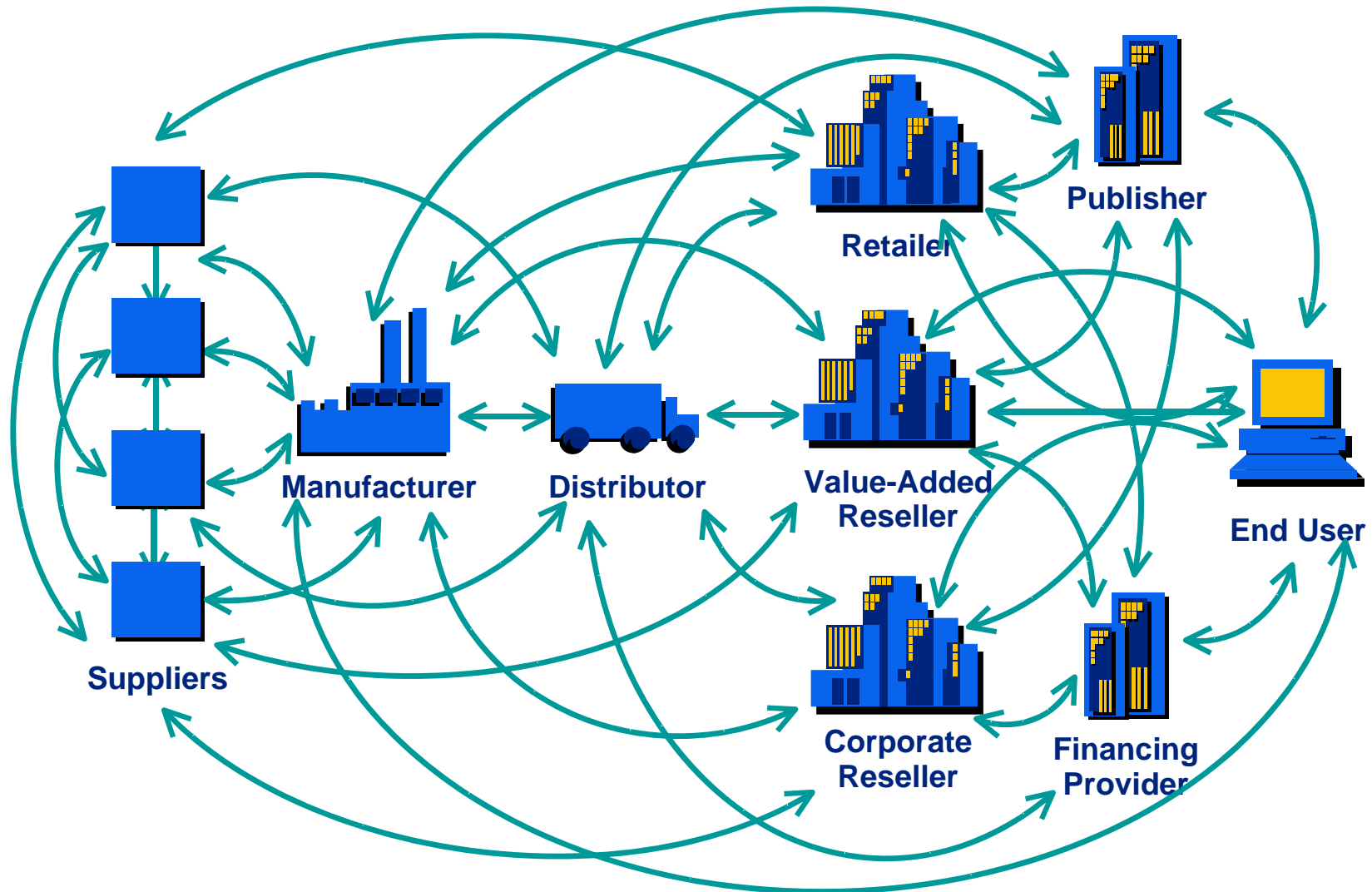
VOT • BPR travel time + Toll

$$t_a^t = \lambda \cdot \frac{l_a}{v_a^t} \left[ 1 + \theta_1 \left( \frac{f_a^t}{F_a^t} \right)^{\theta_2} \right] + \tau_a^t$$

$l_a$  is length of link  
 $v_a$  is speed of link  $a$   
 $\lambda$  is value of time  
 $\tau_a$  is "toll"  
 $\theta_1, \theta_2$  are coefficients

In No Congestion Case,  $\theta_1 = 0$

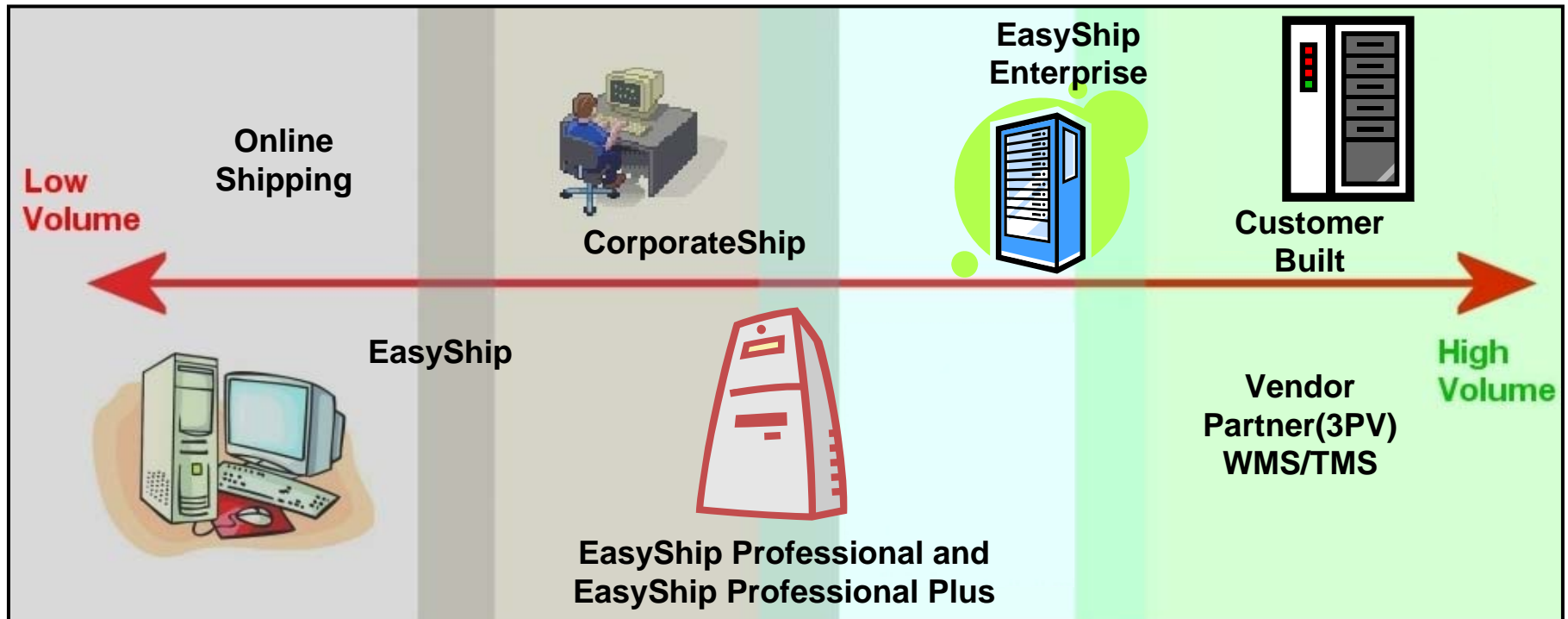
## LINK-PERFORMANCE FUNCTION



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- **Data Networks and transportation networks are integrated in to the production structure of a company**
- **Transportation system is transparent to the production line, optimizing process**
- **Customers access to Transportation services & Information**
  - Interconnection of ERP Systems
  - Electronic Ordering
  - predefine deliveries – Proactive Delivery Notification
  - Electronic auctions – offers
  - electronic invoices
  - electronic payment
  - electronic management of warehouses

## DHL offers many shipping solutions based on customer needs



## DHL Web-Based Solutions



- **On Line Shipping (WebShip)**
- **Intraship**
- **ProView**
- **Import Express Online**
- **Online Billing**

## Vendor Partner (3PV) Solutions



- **Warehouse Management Systems (WMS)**
- **Transportation Management Systems (TMS)**
- **Variety of integration and deployment options, including hosted/Web, PC-based, campus-based and enterprise (client/server) solutions**

## DHL PC-Based Solutions



- **EasyShip®**

## Customer Built with DHL Developer Tools



- **Shipment Automation Specifications (SAS)**
- **EasyShip Enterprise Server**
- **XML PIs: Ship, Track, Return, etc.**
- **Electronic Data Interchange Web Services (EDI)**  
– Invoicing, Shipment Status, Remittance and Reporting

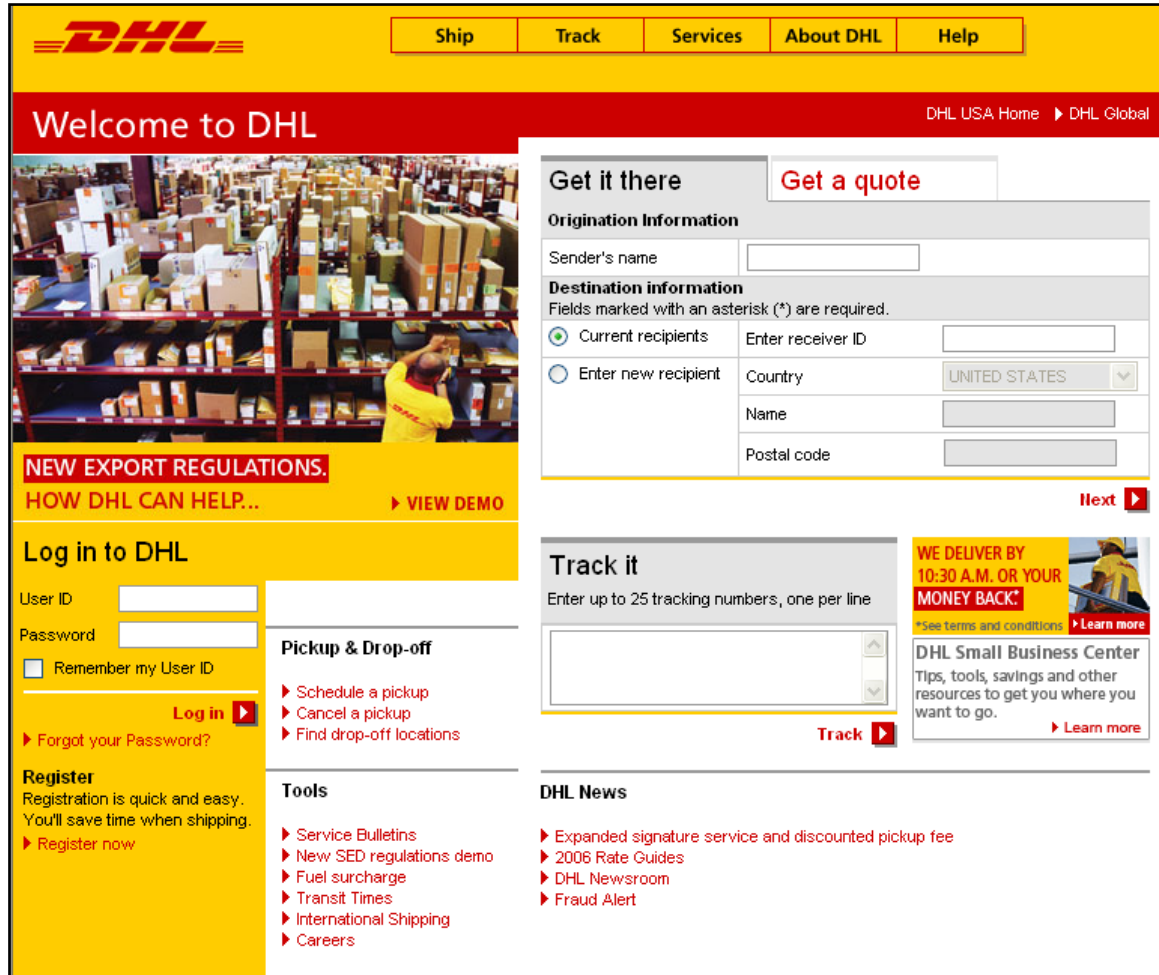


## Technical Approach Transactional Portal

The transactional portal will leverage existing solutions from the Paket Division\* and build on this



\* Cross BU initiative "Simplify"



The screenshot shows the DHL USA Home website. At the top is a yellow navigation bar with the DHL logo and links for Ship, Track, Services, About DHL, and Help. Below this is a red banner with 'Welcome to DHL' and links for DHL USA Home and DHL Global. The main content area is divided into several sections:

- Get it there:** A section for getting a quote, featuring a 'Get a quote' button and a form for 'Origination Information'. The form includes fields for 'Sender's name', 'Current recipients' (with a radio button and 'Enter receiver ID'), 'Enter new recipient' (with a radio button and fields for 'Country' (set to UNITED STATES), 'Name', and 'Postal code'), and a 'Next' button.
- Track it:** A section for tracking shipments, featuring a 'Track' button and a text input field for tracking numbers. It includes a note: 'Enter up to 25 tracking numbers, one per line'.
- Pickup & Drop-off:** A section with links for 'Schedule a pickup', 'Cancel a pickup', and 'Find drop-off locations'.
- Tools:** A section with links for 'Service Bulletins', 'New SED regulations demo', 'Fuel surcharge', 'Transit Times', 'International Shipping', and 'Careers'.
- DHL News:** A section with links for 'Expanded signature service and discounted pickup fee', '2006 Rate Guides', 'DHL Newsroom', and 'Fraud Alert'.
- Log in to DHL:** A section with fields for 'User ID' and 'Password', a 'Remember my User ID' checkbox, and a 'Log in' button. It also includes links for 'Forgot your Password?' and 'Register'.
- NEW EXPORT REGULATIONS:** A section with a 'VIEW DEMO' button.
- WE DELIVER BY 10:30 A.M. OR YOUR MONEY BACK!:** A promotional banner with a 'Learn more' link.
- DHL Small Business Center:** A section with the text 'Tips, tools, savings and other resources to get you where you want to go.' and a 'Learn more' link.

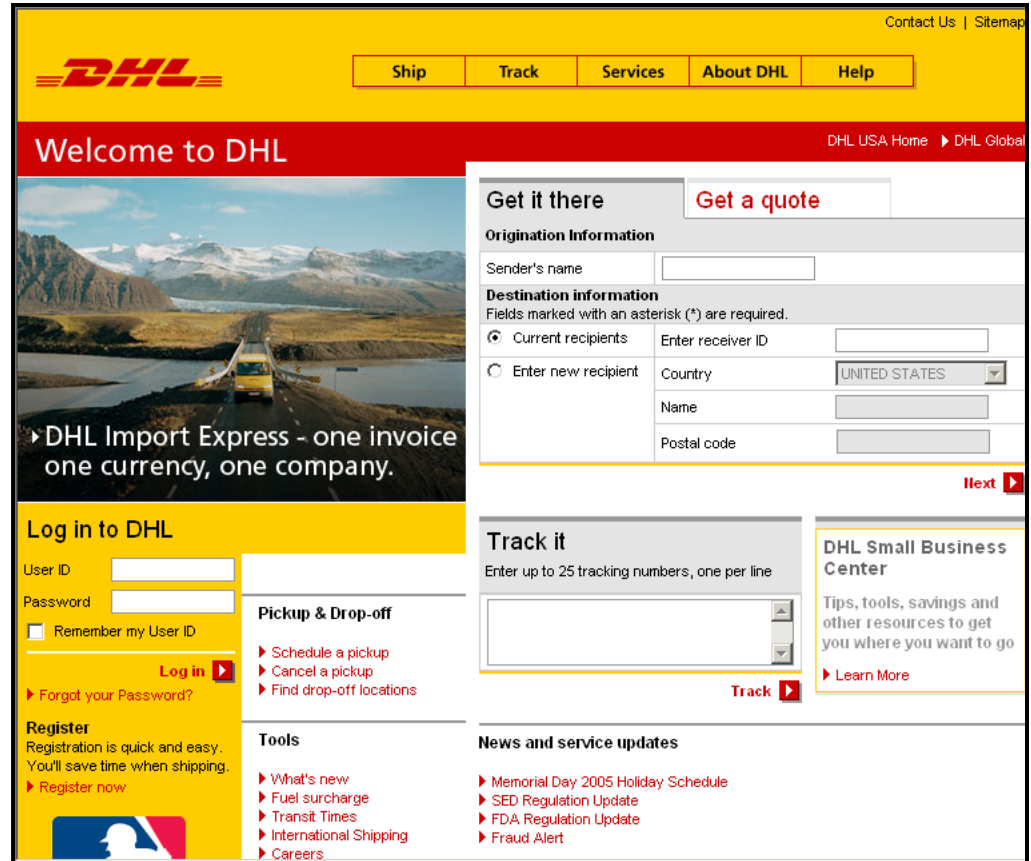
- Schedule pickups
- Track shipments
- Order supplies
- View rates
- Find DHL locations
- Check transit times
- Review trade regulations
- Learn about DHL services

- **Obtain real-time shipment tracking information**
- **Track up to 50 waybills at a time**
- **Track by**
  - Waybill number
  - Reference
- **Receive shipment tracking details by e-mail**
- **View, print or e-mail signature P.O.D. (Proof of Delivery) for up to twelve months**

- Web-based desktop application enables shipment preparation, tracking and reporting

## Features

- No need to install software on your PC
- No special training required
- **No need for a centralized mailroom**
- Available free of charge
- Register and ship immediately without an account number
- **Bill shipments to a credit card**
- Supports multi-piece International shipping
- Prints laser and thermal labels

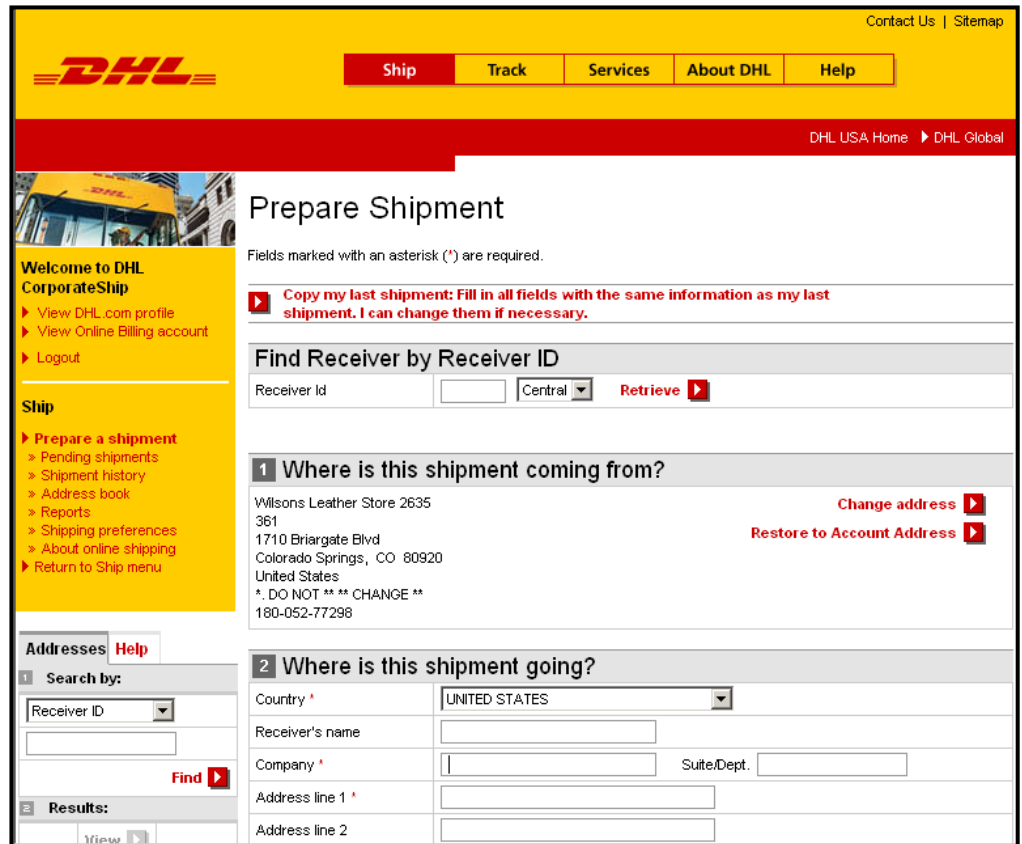


The screenshot displays the DHL WebShip homepage. At the top, there's a navigation bar with the DHL logo and links for Ship, Track, Services, About DHL, and Help. Below this is a red banner with 'Welcome to DHL' and links for DHL USA Home and DHL Global. The main content area is divided into several sections: 'Get it there' with a 'Get a quote' button, 'Origination Information' with fields for Sender's name, Destination information (Current recipients or Enter new recipient), and a 'Track it' section with a text input for tracking numbers. On the left, there's a 'Log in to DHL' section with fields for User ID and Password, and a 'Register' section. At the bottom, there are links for 'Pickup & Drop-off' and 'Tools'. The right sidebar features the 'DHL Small Business Center' with tips, tools, and savings resources.

- Web-based desktop application with **administrative** features provides control and flexible data handling in addition to the features available in WebShip

## Features (Administrative)

- Control employee access to shipping and **billing** options
- Administer multiple account numbers
- Validate reference fields against lists
- Available free of charge
- Create a centralized address book
- Customize reports**
- Download data to your internal systems**
- Receive discounted rates for all users registered under an account
- Prints laser and thermal labels



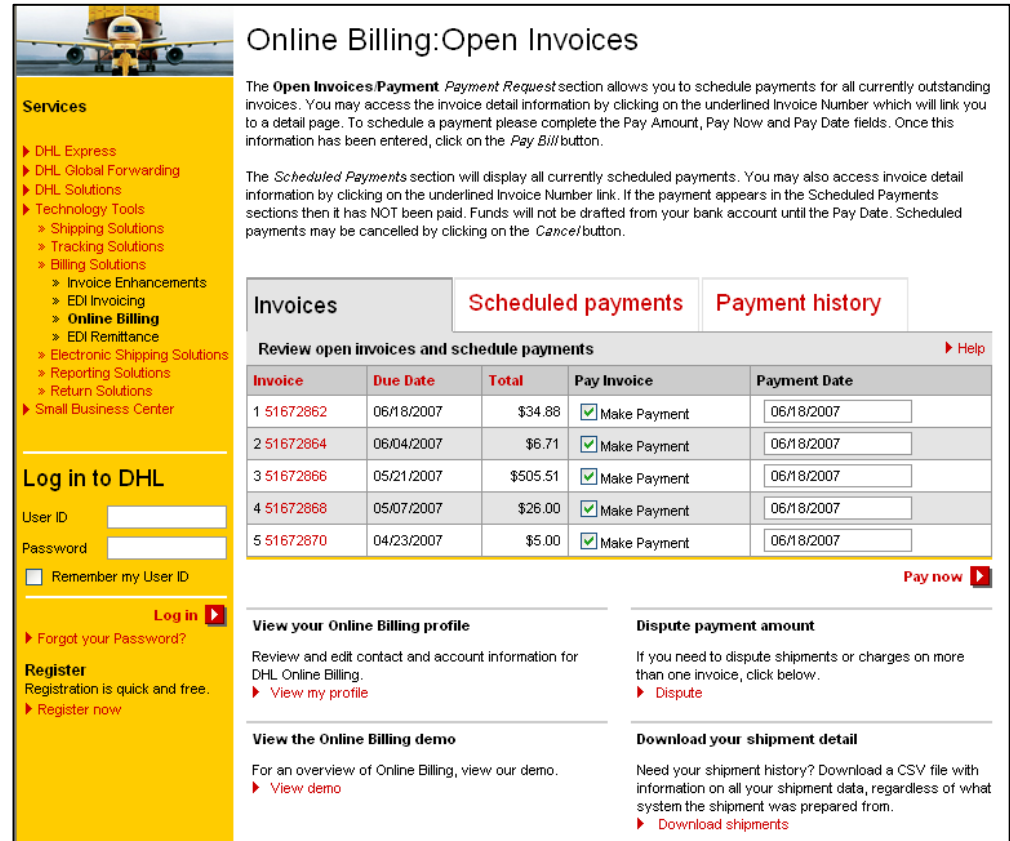
The screenshot displays the DHL CorporateShip web application interface. At the top, there is a navigation bar with the DHL logo and links for Ship, Track, Services, About DHL, and Help. Below this, a secondary bar shows 'DHL USA Home' and 'DHL Global'. The main content area is titled 'Prepare Shipment' and includes a warning: 'Fields marked with an asterisk (\*) are required.' A red banner advises users to 'Copy my last shipment: Fill in all fields with the same information as my last shipment. I can change them if necessary.' The interface is divided into two main sections: 'Find Receiver by Receiver ID' and 'Where is this shipment coming from?'. The 'Find Receiver' section has a search box for 'Receiver ID' and a 'Retrieve' button. The 'Where is this shipment coming from?' section displays the address of 'Wilson's Leather Store' in Colorado Springs, CO, with options to 'Change address' or 'Restore to Account Address'. Below this, the 'Where is this shipment going?' section contains fields for 'Country' (set to UNITED STATES), 'Receiver's name', 'Company', 'Address line 1', and 'Address line 2'. A sidebar on the left provides a 'Welcome to DHL CorporateShip' message and links for 'View DHL.com profile', 'View Online Billing account', 'Logout', and 'Ship' (with sub-links for 'Prepare a shipment', 'Pending shipments', 'Shipment history', 'Address book', 'Reports', 'Shipping preferences', 'About online shipping', and 'Return to Ship menu'). At the bottom of the sidebar, there is an 'Addresses' section with a 'Search by:' dropdown (set to 'Receiver ID') and a 'Find' button.

- **Web-based suite of shipment visibility and event notification tools providing real-time access to comprehensive shipment status information**
- **Shipment visibility**
  - Snapshot view of shipment activity by account number in one convenient location...customer's desktop
  - Detailed and summary views, including dates and times of updates
- **Event notification**
  - Provides real-time updates or time-specific notification, e-mail or text messages
  - Create flexible contact lists according to user needs
- **Monitor multiple shipments by account number, no waybill numbers needed**



- **Web-based tool created to support the Import Express product.**
- Allows users to arrange direct or third-party imports quickly and efficiently from the convenience of their desktops.
- **Benefits of Import Express Online include**
  - More **efficient communication** between importers, shippers and third parties
  - Save **time and money** by arranging shipments **online** rather than manually
  - No additional costs or software required
  - Timely notification of shipments entering the DHL network

- **Secure, fast and easy way to receive and pay DHL invoices from the convenience of your PC.**
- **Features of Online Billing**
  - Receive e-mail notification of new invoices, including key details such as invoice amount and due date
  - View invoice and shipment details
  - Review payment history online
  - Choose payment via credit card or bank funds transfer
  - Select individual line items on your invoice for further research
  - Pay invoices from any PC



**Online Billing: Open Invoices**

The **Open Invoices Payment Request** section allows you to schedule payments for all currently outstanding invoices. You may access the invoice detail information by clicking on the underlined Invoice Number which will link you to a detail page. To schedule a payment please complete the Pay Amount, Pay Now and Pay Date fields. Once this information has been entered, click on the *Pay Bill* button.

The *Scheduled Payments* section will display all currently scheduled payments. You may also access invoice detail information by clicking on the underlined Invoice Number link. If the payment appears in the Scheduled Payments sections then it has NOT been paid. Funds will not be drafted from your bank account until the Pay Date. Scheduled payments may be cancelled by clicking on the *Cancel* button.

**Invoices**   **Scheduled payments**   **Payment history**

**Review open invoices and schedule payments** [▶ Help](#)

Invoice	Due Date	Total	Pay Invoice	Payment Date
1 <a href="#">51672862</a>	06/18/2007	\$34.88	<input checked="" type="checkbox"/> Make Payment	<input type="text" value="06/18/2007"/>
2 <a href="#">51672864</a>	06/04/2007	\$6.71	<input checked="" type="checkbox"/> Make Payment	<input type="text" value="06/18/2007"/>
3 <a href="#">51672866</a>	05/21/2007	\$505.51	<input checked="" type="checkbox"/> Make Payment	<input type="text" value="06/18/2007"/>
4 <a href="#">51672868</a>	05/07/2007	\$26.00	<input checked="" type="checkbox"/> Make Payment	<input type="text" value="06/18/2007"/>
5 <a href="#">51672870</a>	04/23/2007	\$5.00	<input checked="" type="checkbox"/> Make Payment	<input type="text" value="06/18/2007"/>

[Pay now](#) ▶

**View your Online Billing profile**  
Review and edit contact and account information for DHL Online Billing.  
[▶ View my profile](#)

**Dispute payment amount**  
If you need to dispute shipments or charges on more than one invoice, click below.  
[▶ Dispute](#)

**View the Online Billing demo**  
For an overview of Online Billing, view our demo.  
[▶ View demo](#)

**Download your shipment detail**  
Need your shipment history? Download a CSV file with information on all your shipment data, regardless of what system the shipment was prepared from.  
[▶ Download shipments](#)

**Services**

- ▶ DHL Express
- ▶ DHL Global Forwarding
- ▶ DHL Solutions
- ▶ Technology Tools
  - » Shipping Solutions
  - » Tracking Solutions
  - » Billing Solutions
    - » Invoice Enhancements
    - » EDI Invoicing
    - » **Online Billing**
    - » EDI Remittance
  - » Electronic Shipping Solutions
  - » Reporting Solutions
  - » Return Solutions
- ▶ Small Business Center

**Log in to DHL**

User ID

Password

☐ Remember my User ID

[Log in](#) ▶

[▶ Forgot your Password?](#)

**Register**  
Registration is quick and free.  
[▶ Register now](#)

## ■ ePOD

- Possibility to store and retrieve prove of delivery electronically (e.g. via tracking sites)

## ■ Web portal

- Capability to offer online services tailored to customer needs

## ■ Deliver Now

- Online handling of the delivery and re-delivery process.



- CPU
- Monitor
- Keyboard & mouse
- Scale
- Scanner
- LaserJet printer & cable
- Thermal label printer & cable
- Surge protector
- Supplies – Labels, diskettes, paper, network cable, modem cable



# PC-Based Solutions: Quality of Information



Track this shipment via the DHL Web Site: <http://www.dhl.com>

**6100000174**

**ATH**

**FROM:** Account No: 311266779  
HCE-UPDATE MEDICAL PUBLISHING  
RSC KYRIAKOU ANASTASIA  
9, PATRIARCHOU IOAKIM STR.  
KOLONAKI

**TO:** Cross code: 200000  
Dr. Ramalingas Sadasivan  
N/A  
6 East Main Street  
Chidambaram  
Tuticorin 628008  
INDIA  
Phone: 91 4612 322 983

**DESCRIPTION:** MAGAZINES  
DATE: 13/4/2006  
VALUE: EUR10.00 WEIGHT: 0.5kg

**PRODUCT:** **WPX**

**DESTINATION:** **VOM**

**AIR WAYBILL NO:** 1041781812

**Label copy for DHL internal use.**

**Origin ATH**  
1 of 1

**DHL Express (Hellas) S.A.**  
ΟΡΓΑΝΙΣΜΟΣ ΕΛΛΗΝΙΚΗΣ ΔΕΛΤΙΟΦΟΡΙΑΣ  
("DHL" και "DHL Express")

**DHL COPY**

Track this shipment via the DHL Web Site: <http://www.dhl.com>

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HCE-UPDATE MEDICAL PUBLISHING  
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("DHL" και "DHL Express")

**DHL COPY**

Start Date 1/13/2006 End Date 4/13/2006									
RECEIVER CODE	SHIPMENT NUMBER	RECEIVER NAME	SHIPMENT CONTENTS LINE#1	DST SHIPMT TYPE	PCS	SHIPMT WEIGHT	TOTAL CHARGE		
934409	6100000056	ΑΠΟΣΤΟΛΟΠΟΛΙ ΟΥΡΑΝΙΑ		ATH DOM	1	0.50	30.14		
**SubTotals For: 934409 - With Percentages for 1 of 9 Item(s)			11.11%						
					1.00	0.50	30.14		
					11.11%	11.11%	10.35%		
*SENDER CODE: 1 - With Percentages for 1 of 9 Item(s)			11.11%						
					1.00	0.50	30.14		
					11.11%	11.11%	10.35%		
934407	6100000034	ΑΠΟΣΤΟΛΟΠΟΛΙ ΟΥΡΑΝΙΑ		ATH DOM	1	0.50	30.14		
**SubTotals For: 934407 - With Percentages for 1 of 9 Item(s)			11.11%						
					1.00	0.50	30.14		
					11.11%	11.11%	10.35%		
934409	6100000012	ΑΠΟΣΤΟΛΟΠΟΛΙ ΟΥΡΑΝΙΑ	aegaeagag	BRU TDK	1	0.50	105.19		
934409	6100000045	ΑΠΟΣΤΟΛΟΠΟΛΙ ΟΥΡΑΝΙΑ		ATH DOM	1	0.50	30.14		
**SubTotals For: 934409 - With Percentages for 2 of 9 Item(s)			22.22%						
					2.00	1.00	135.33		
					22.22%	22.22%	46.48%		
934410	6100000001	ΔΑΣΚΑΛΑΚΙΣ ΕΜΜΑΝΟΥΙΛ		ATH DOM	1	0.50	15.14		
934410	6100000023	ΔΑΣΚΑΛΑΚΙΣ ΕΜΜΑΝΟΥΙΛ	aegaeag	WTC TDT	1	0.50	0.00		
934410	6100000071	ΔΑΣΚΑΛΑΚΙΣ ΕΜΜΑΝΟΥΙΛ		ATH DOM	1	0.50	35.14		
**SubTotals For: 934410 - With Percentages for 3 of 9 Item(s)			33.33%						
					3.00	1.50	50.28		
					33.33%	33.33%	17.27%		
934411	6100000060	ΔΑΣΚΑΛΑΚΙΣ ΕΜΜΑΝΟΥΙΛ		ATH DOM	1	0.50	30.14		



## Features and Functionality

- Fully integrated shipping solution
- Usually more features than DHL PC-Based systems
- Customization capabilities include **business rules** based on destination, weight categories, products, profiles, users, service level, and user interface and screen content
- Custom reporting
- Label customizations, such as addition of logo, custom return address, etc.
- Customized user interface – screen content
- Built-in address correction
- Ability to compare carrier rates
- Reasonable cost



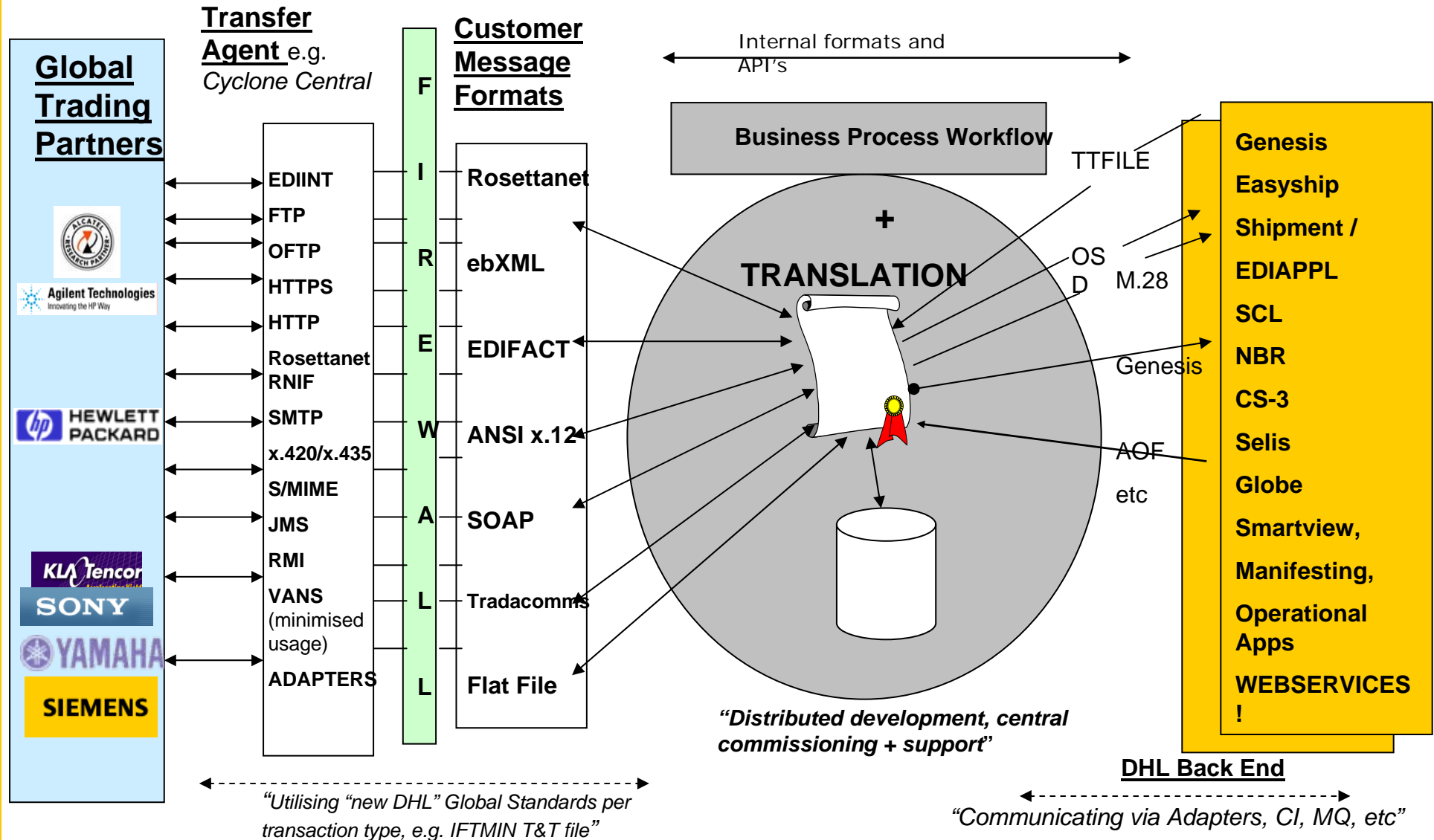
- A Customer Built system is a shipping, tracking or billing solution that meets DHL specifications, but is developed and maintained **by the customer** within their own technical environment
- DHL offers a wide range of **developer tools and services** to help customers build their own solutions
- High-quality, limited technical support available for
  - Recommendations
  - Deployment coordination
  - Ongoing support
  - Testing, development and certification assistance

## XML Toolkit

- XML programming interfaces for rate, route, label, shipment processing and tracking services available from DHL servers via the Internet
- Includes development documentation
- Ship, Track, Return, International (XML-PI), XML@home API, Rate

## Benefits

- Reduced customer development time
- Less local processing



## July 2010 Deutsche Post offers

### confidential letters on the Internet

- By introducing the E-Postbrief on July 14, Deutsche Post DHL brought postal confidentiality into the Internet age.
- A new era has now begun following more than 500 years of traditional mail communications.
- The E-Postbrief represents a milestone in the development of digital communications.
- For the first time, it provides confidential and reliable electronic communications, just as fast as an e-mail.



- E-Postbrief, is an attractive product that makes our most successful product, the letter, even faster and more future proof
- Businesses and government agencies can save up to 60 % of their postal-processing costs by using the E-Postbrief and improve their customer service at the same time.
- Software integration with e-Postbrief, Payroll, Payment systems
- Just like a normal letter, the E-Postbrief costs EUR 0.55 in both its electronic and hybrid forms
- Users can choose whether their letter will be delivered electronically to another "E-Postbrief" account or be printed out by Deutsche Post and delivered by the mail carrier with same price



■ At [www.epost.de](http://www.epost.de) users can reserve their personal "E-Postbrief" address free of charge. The address consists of a first name and a surname and the ending @epost.de

■ All users must identify themselves by using the Postident procedure with their personal identity cards or their passports in a Deutsche Post retail outlet - only then the "E-Postbrief" account will be activated.

■ Thus the identity of the users can be confirmed beyond all doubt - and anonymous e-mails, spam or address theft are impossible with the "E-Postbrief".

■ In the initial phase after the name reservation, users will have an activation code sent to them by letter.





■ On initial registration, users must only once identify themselves - *by presenting their ID card or passport - user's residence is in Germany - Internet-enabled PC - mobile phone in the DE network - over 18 years old*

■ A transaction number (HandyTAN) - similar to online banking - must also be entered when an "E-Postbrief" item is sent. The big difference to the normal TAN process is: The HandyTAN is only created in the exact moment when it is needed and then sent directly to the user's cell phone.

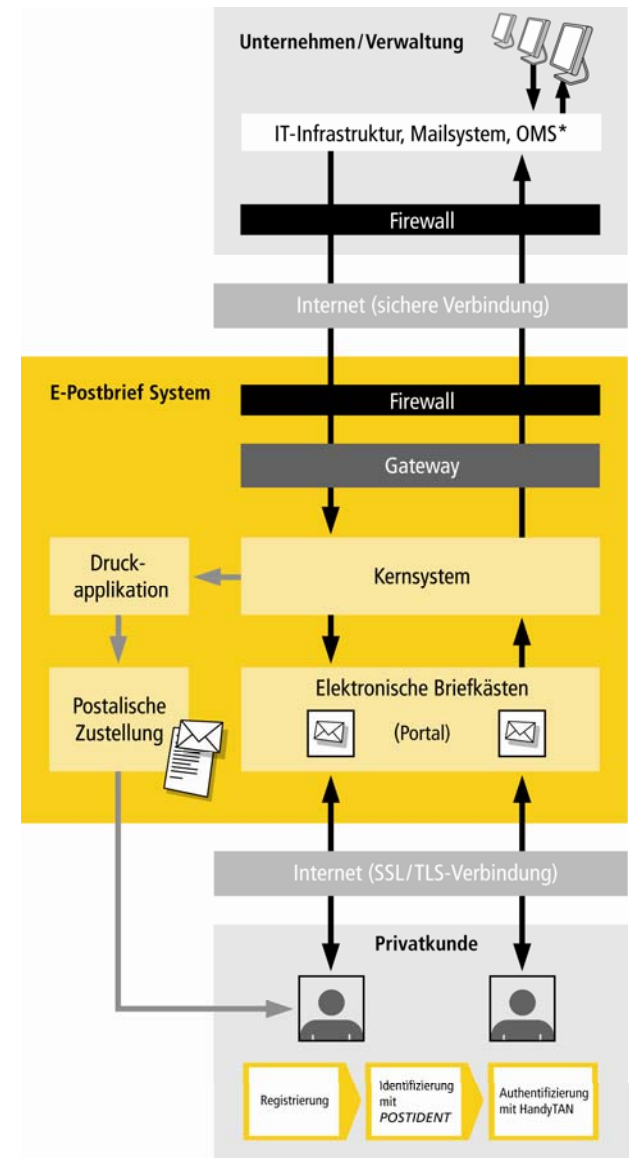
■ user name and personal password plus HandyTAN are entered via separate channels;

■ Every "E-Postbrief" item has an electronic signature of Deutsche Post which enables an integrity check of the data contained in it.

■ "E-Postbrief" combines state-of-the-art security and encryption technologies in order to ensure the confidentiality and integrity of messages.



- Companies and public authorities are connected to the system of "E-Postbrief" via a secure gateway.
- Authentication process
- Protection of confidential information . All "E-Postbrief" items are encrypted on their electronic communication paths between sender and recipient.
- The "E-Postbrief" items are also stored on the portal in an encrypted form. In addition, every user can add a personal encryption (issued by the Signtrust Trust Center of Deutsche Post).
- The private key is only accessible to the user. For the hybrid option of "E-Postbrief", the data to be printed is sent to the printer interface in an encrypted form.
- All systems of the "E-Postbrief" run in an ISO 27001 certified data center based on the 'IT Basic Security' as defined by the German Federal Office for Information Security (BSI). This ensures the highest possible level of technical as well as physical security.



**Customer Proposition: Anything, Anytime, Anywhere.**



***...Thank you !***