

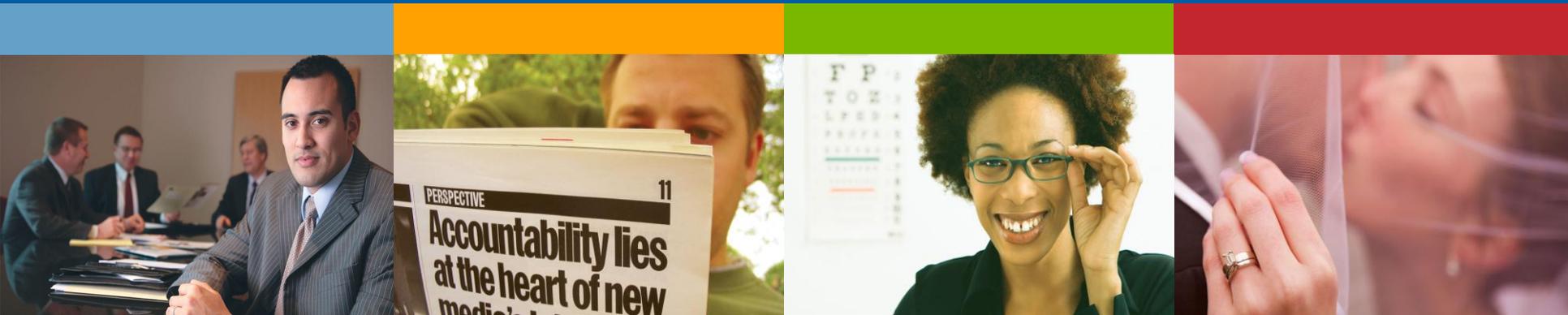


DX

trusted • reliable • secure

Postal Changes Seminar

Delivering Innovative Mail Solutions



Paul Doble – Group Sales Director, DX Group

- Introduction
- Changes in Postal Market
- Key Client Decision Drivers
 - Cost Effective Solutions
 - Security
 - Customer Focus
 - Sustainability
- DX
- Summary / Discussion

- The UK & Ireland's leading independent provider of next-day business mail and courier services
- In private ownership since 2006, the services of the DX Group includes Document Exchange, DX Mail, DX Courier, DX Secure, and DX Business Direct
- We deliver approximately one million items daily
- Providing a range of services to both the B2B and B2C markets
- Approved OGC supplier for mail & courier services
- Operating from over 50 locations with 3,500 employees and contractors

- **Liberalisation**
 - More choice
 - Multiple suppliers now the norm
 - Best of breed multi-sourcing
 - More competition due to DSA
 - Little “true” competition for nationwide end to end deliveries
- **Product / Service specification (e.g. PIP)**
 - Huge variety of products now available
 - Demand for greater customisation
 - Higher levels of service expected
 - Greater focus on security
- **Environmental / Social awareness**
 - Carbon footprint
 - Social responsibility

- **Cost Effective Solutions**
 - Investment in technology to drive innovation and operational efficiency
 - Fit for purpose services
 - Simplification of client's despatch processes
- **Security**
 - End-to-end security through innovation, vetting and process improvement
- **Customer Focus**
 - Improved quality of service
 - Increased customer engagement
 - More intensive Account Management and reporting / MI
- **Sustainability**
 - Actively limiting carbon footprint, waste and decreasing energy consumption
 - Social responsibility



trusted • reliable • secure

Cost Effective Solutions

PERSPECTIVE

11

**Accountability lies
at the heart of new
medic's**

Businesses are increasingly under pressure to maximise the value received for every £ spent

DX Innovations:

Route optimisation - improve delivery and distribution efficiency to enable bidding for contracts at the most competitive prices

Fit for purpose services - a range of products and services enabling customers to select the optimal solution for their business needs

Lean management - reducing process complexity & ensuring services provided are relevant to needs of customers



trusted • reliable • secure



Security

Information security, whether in hard or soft copy format, is often of paramount importance. Solutions offered by suppliers and partners must ensure that integrity and security are not compromised at any time.

DX Innovations:

Upgrade of handheld devices to market-leading GPS technology

Government approved vetting of staff and couriers

Central CCTV in premises

Tracked vehicles – dedicated trunking routes

Fraud Forum - client/supplier working in partnership to reduce risks of fraud

Customer Focus



A procurement decision should not just be a decision based on savings achieved but should be the first step in an ongoing partnership with shared objectives between the two parties

DX Innovations:

Continuous focus on service improvement

Timed deliveries and flexible redelivery / collection options

Allocated Account Manager for all clients / Client workshops

Improving visibility with tracking via Website and Reporting / MI

UK based contact centre



trusted • reliable • secure



Sustainability

Protecting the environment, respecting and enabling people and acting responsibly as a company or organisation are all important objectives in today's world

DX Innovations:

Limiting our environmental impact

Route optimisation

Corporate & social responsibility



trusted • reliable • secure

What DX offers





trusted • reliable • secure

Document Exchange

A pre-9am mail service connecting 27,000 Members who enjoy a superior service and significant savings.

Meets your needs for reliable and cost effective business mail delivery.

DX Innovations:

Post 5pm collection & pre 9am delivery extends the working day

Drives productivity and business profitability

Ease of use - no need to frank or size items

Reliable and uninterrupted service – strike free for over 30 years

Typical savings of 25%

Simple, cost effective alternative for nationwide B2B bulk mail and publications with convenient collection from printers or mailing houses.

DX Innovations:

Easier processing – no need to weigh or frank individual items

A range of delivery options to suit your mailing profile

Suitable for letterbox-deliverable items (up to 1kg)

Highly competitive pricing

Nationwide delivery to specific postcodes



trusted • reliable • secure

Secure DX

A secure, cost effective alternative for next day delivery of “valuable” items utilising market leading technology for added peace of mind with signature capture at point of delivery

DX Innovations:

Nationwide B2B and B2C delivery coverage

Tracking status available on line

Free tamper-evident pouches - options for up to 1kg or 2kg

Available to all DX members

Up to 40% savings compared to Royal Mail Special Delivery



trusted • reliable • secure

DX Secure

The DX Secure product portfolio provides a nationwide, secure courier service with a variety of delivery options tailored to the specific needs of the client or recipient

DX Innovations:

Used extensively by high profile sectors e.g. banking, passports

Nationwide B2B and B2C delivery coverage

Flexible re-delivery options

Tracking status available on line

Competitive pricing

Maximise productivity with our Document Exchange network

- A longer working day – deliveries pre 9am and collections after 5pm standard
- Savings of typically 25% on your postage costs

Save considerable effort and money on delivering pre-sorted business mail with our DX Mail service

- Early morning next working day delivery
- No need to frank or weigh your mail

Reduce the risk of fraud and theft with our DX Secure and DX Courier services

- Includes an RMSD alternative
- End-to-end security with comprehensive item tracking
- Next day mail and parcel services to business and residential addresses

Key Drivers:

- Cost Effective Solutions
- Security
- Customer Focus
- Sustainability

Are there others?

Order of priority?

How are vendors responding?

DX

trusted • reliable • secure



Thank you for your time