

Who in the world understands international shipping better? ?

***Inspekta Slovakia a.s.***

***Branislav Horánsky***

***Opatija, April 28th, 2011***

**FedEx**®

# ***Slovak Republic: Basic information***

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- **Republic established:** 1993
- **Population:** 5,4mil.
- **Area:** 49 035 km<sup>2</sup>
- **Capital city:** Bratislava (population 500 000)
- **Biggest cities:** Kosice,Zilina,Banska Bystrica
- **President :** Ivan Gasparovic
- **Prime Minister:** Iveta Radicova
- **Currency:** EUR

# Slovak Republic: Macroeconomics indicators

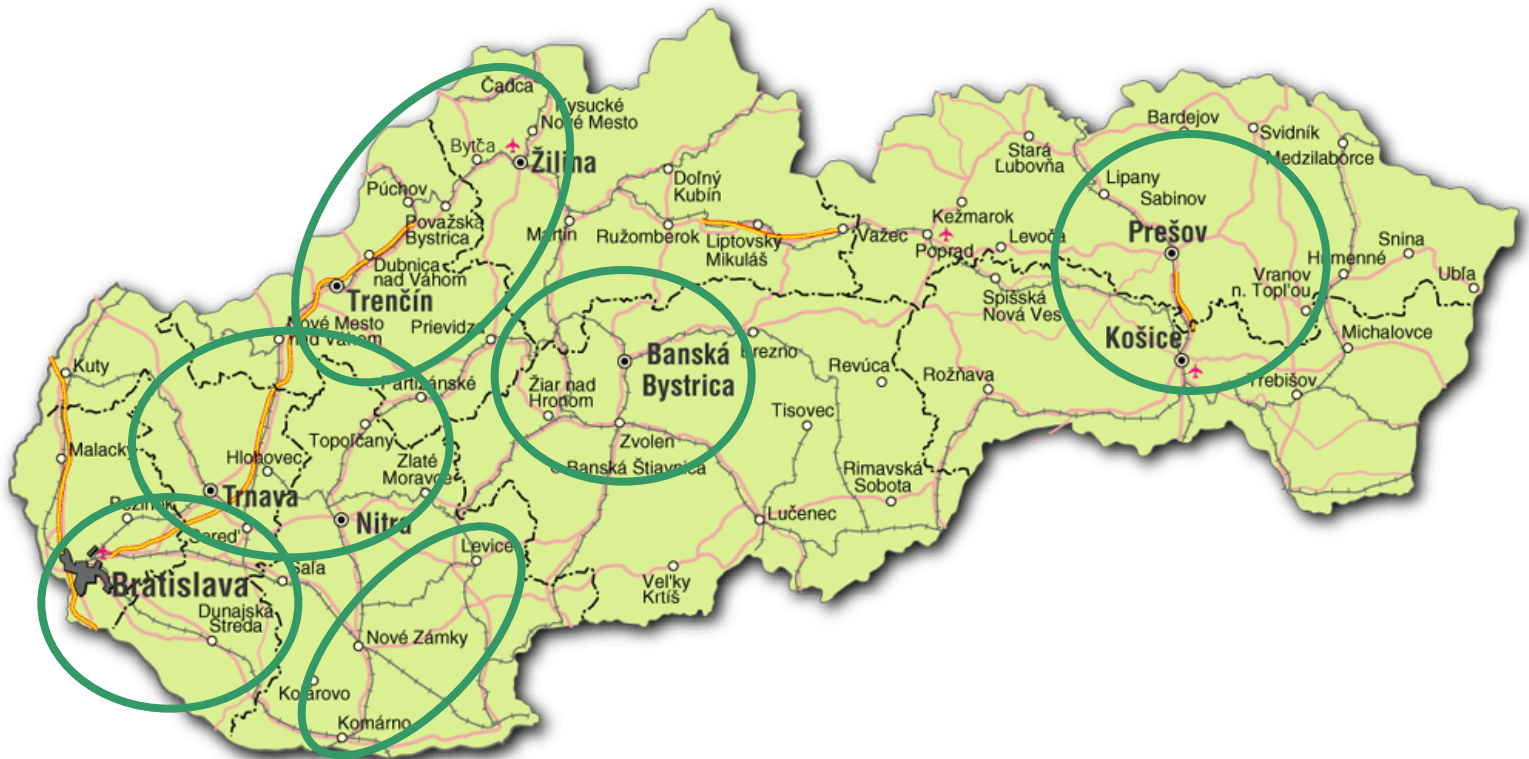
TABLE 1 Selected economic and monetary indicators for the SR

(annual percentage changes, unless otherwise indicated)

	Gross domestic product	HICP	Industrial producer prices	Employment ESA 95	Unemployment rate (%)	Industrial production index	Total receipts of sectors	Economic sentiment indicator (long-term average =100)	M3 for analytical purposes <sup>1)</sup>	Loans to non-financial corporations	Loans to households	State budget balance (EUR mil.)	General government balance as % of GDP	Debt ratio (general government gross debt as % of GDP)	Current account (% GDP)	Balance of trade (% GDP)	USD/EUR exchange rate
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
2005	6.7	2.8	3.8	1.4	16.2	-1.1	-	104.5	7.8	-	-	-1,125.3	-2.81	34.16	-8.49	-4.98	1.2441
2006	8.5	4.3	6.4	2.3	13.3	15.0	-	110.6	15.3	-	-	-1,052.2	-3.45	30.44	-7.72	-4.54	1.2556
2007	10.6	1.9	1.8	2.1	11.0	17.1	-	112.5	12.9	25.6	28.6	-780.1	-1.86	29.35	-5.32	-1.15	1.3705
2008	6.2	3.9	6.1	2.8	9.6	2.7	-	97.7	4.9	15.5	25.3	-703.8	-2.19	27.64	-6.60	-1.13	1.4708
2009	-1.7	0.9	-2.5	-2.4	12.1	-14.2	-18.8	77.2	-2.8	-3.3	11.0	-2,791.3	-6.77	35.70	-3.06	1.98	1.3948
2009 Q1	-5.7	2.3	2.0	-0.4	10.5	-22.0	-20.8	73.7	0.0	9.6	21.9	-204.6	-	-	-5.25	-1.64	1.3029
2009 Q2	-5.5	1.1	-2.2	-1.3	11.3	-21.5	-22.5	69.1	-1.1	3.1	17.2	-1,108.4	-	-	-0.95	3.00	1.3632
2009 Q3	-4.9	0.4	-4.6	-3.7	12.5	-12.8	-19.1	78.5	-4.1	-0.5	13.5	-1,360.2	-	-	-2.51	2.94	1.4303
2009 Q4	-2.6	0.0	-5.4	-4.0	13.9	1.1	-12.1	87.3	-2.8	-3.3	11.0	-2,791.3	-	-	-4.18	2.86	1.4779
2010 Q1	4.6 <sup>2)</sup>	0.0	.	-3.0 <sup>2)</sup>	.	13.1	4.0	94.8	2.5	-4.2	10.7	-983.5	-	-	.	.	1.3829

# Slovak Republic: Basic information

## Major GDP generating areas:



# *Inspekta Slovakia, a.s.* *Premises*

## GSP INSPEKTA SLOVAKIA NEW PREMISES



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# *Inspekta Slovakia, a.s.*

## *FedEx GSP Slovakia*

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<b>Offices area</b>	<b>: 800 sqm</b>
<b>Warehouse area</b>	<b>: 1600 sqm</b>
<b>Total number of employees</b>	<b>: 32</b>
Operations department	: 3
Couriers	: 2
Sales & Marketing	: 8
Call Centrum	: 5
Customs Clearance	: 8
Accounting	: 5
IT specialist	: 1

# ***Slovak Republic: Market information***

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## **Market size**

- number of shipments 1000 o/b pcs / 2000 i/b pcs per day

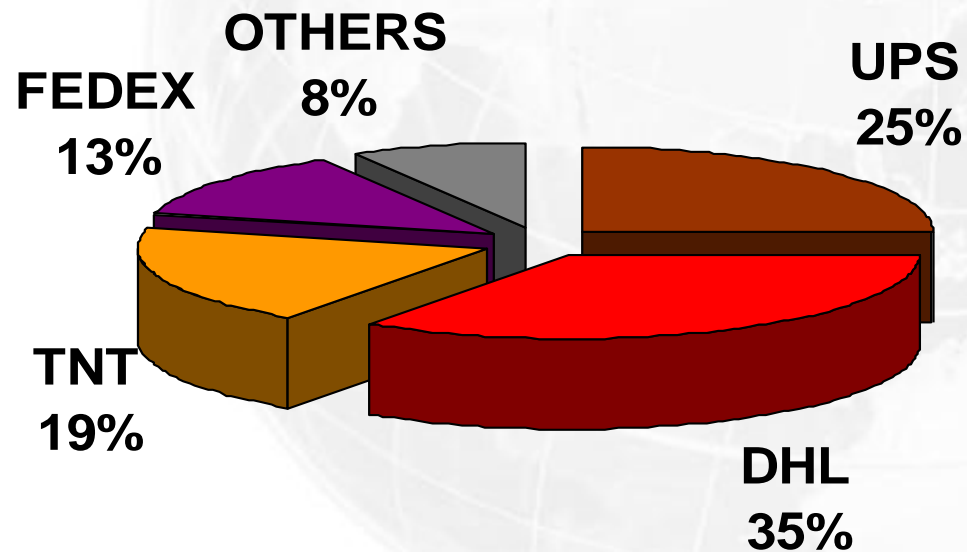
## **Main international competitors :**

- express – UPS,DHL,TNT
- standard – DPD, GEIS, GEBRUDER WEISS, DHL Freight, TNT Ground
- forwarders – SCHENKER, KUEHNE&NAGEL, CARGO-PARTNER, DACHSER

# *Slovak Republic: Market information*

Market size – 1.000 express packages o/b (estimate)

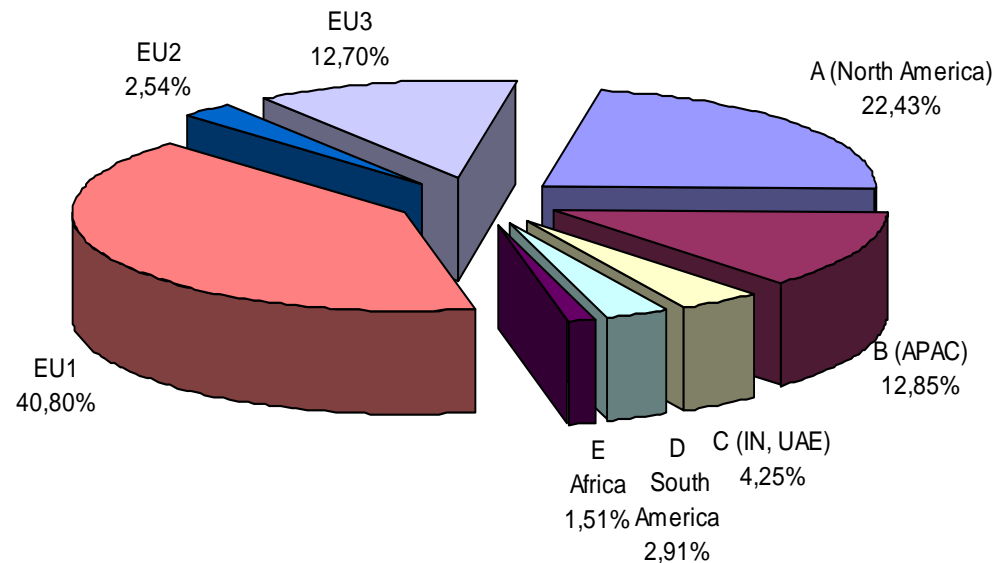
Market share in express services:



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## Business Results

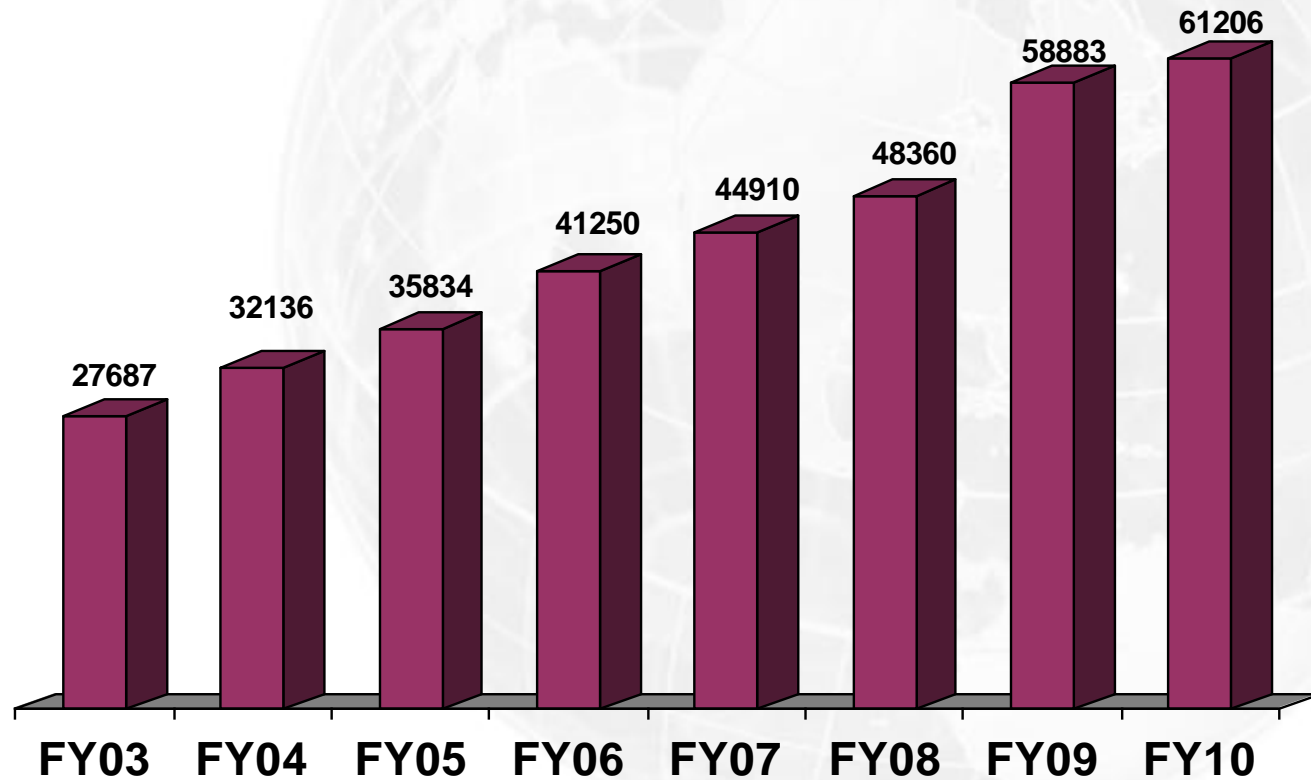
### Outbound zones FedEx



# *Inspekta Slovakia, a.s.*

## *Business Review*

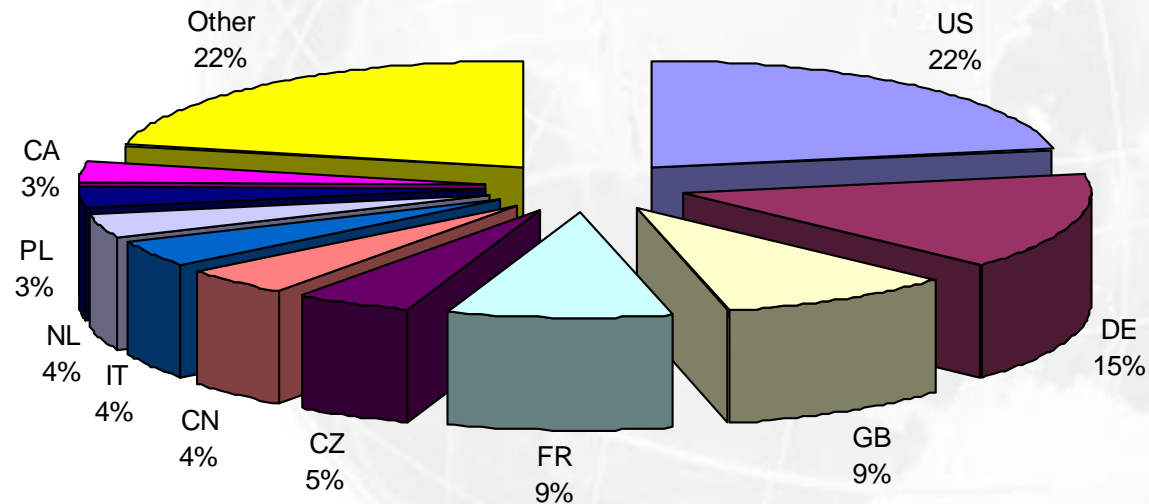
### Number of Inbound shipments



# Inspekta Slovakia, a.s.

## Business Results

### Top 10 Export Countries FedEx SK

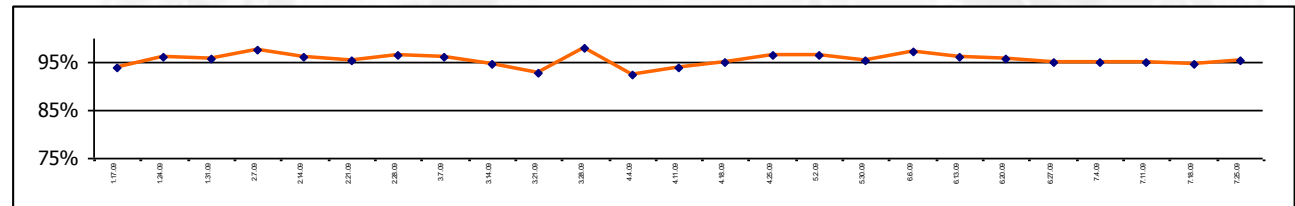


# Inspekta Slovakia, a.s.

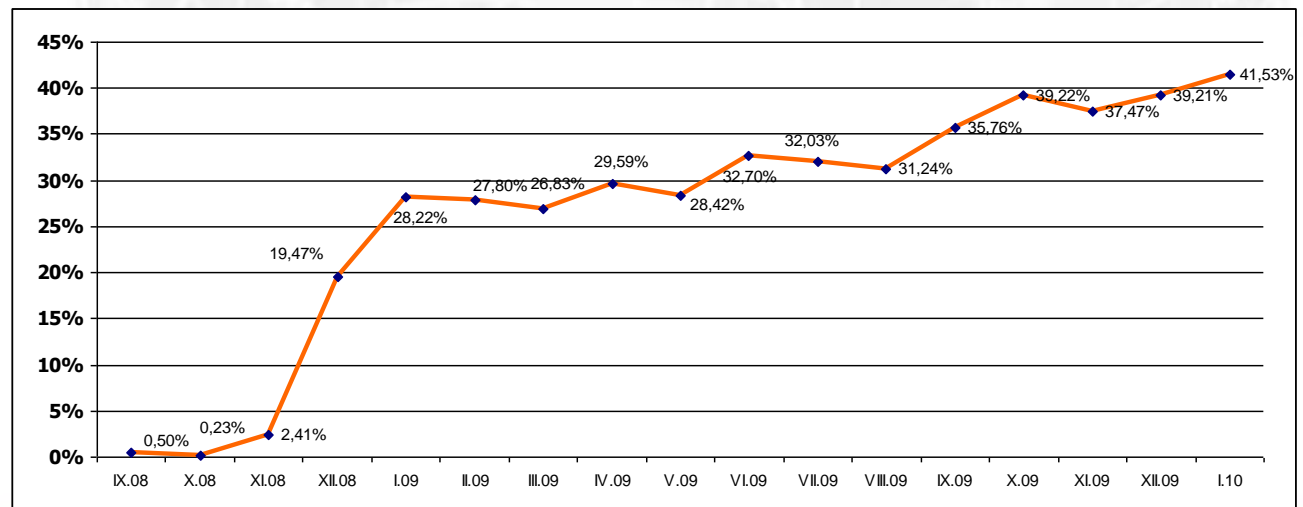
## INTERNATIONAL OPS

### OPS Today:

- NSL 96%



- CUSTOMER TECHNOLOGY - FSM 41%



# *In the past*

DC -10 overseas freighter



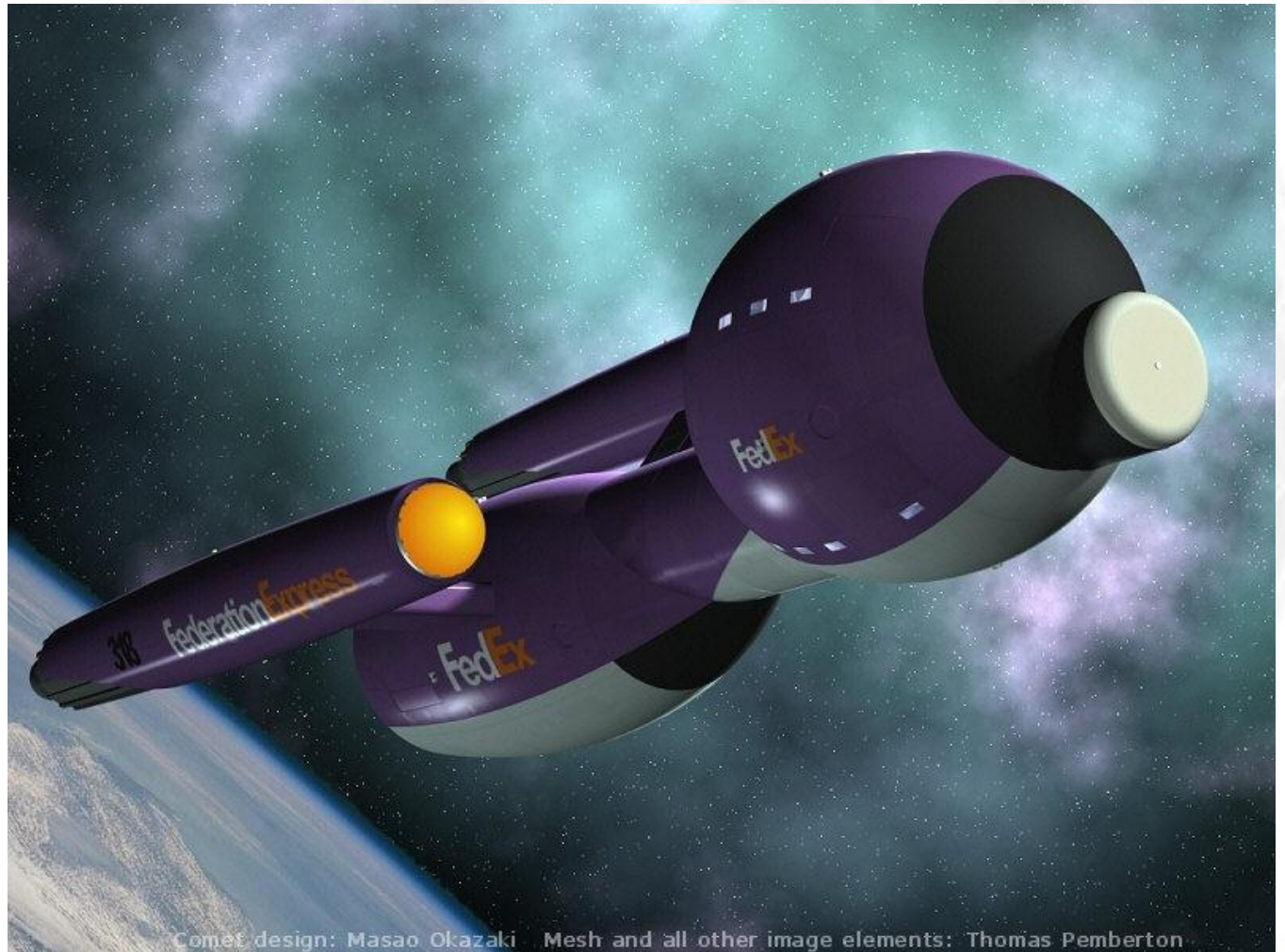
# *At present*

- Airbus 3xx, MD 11, Boeing 7xx



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# *In the future*



Comet design: Masao Okazaki Mesh and all other image elements: Thomas Pemberton

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# *Inspekta Slovakia, a.s.* **CALL CENTRE BRATISLAVA**



# **Remax Courier Service, spol.s r.o.**

## **Basic information**

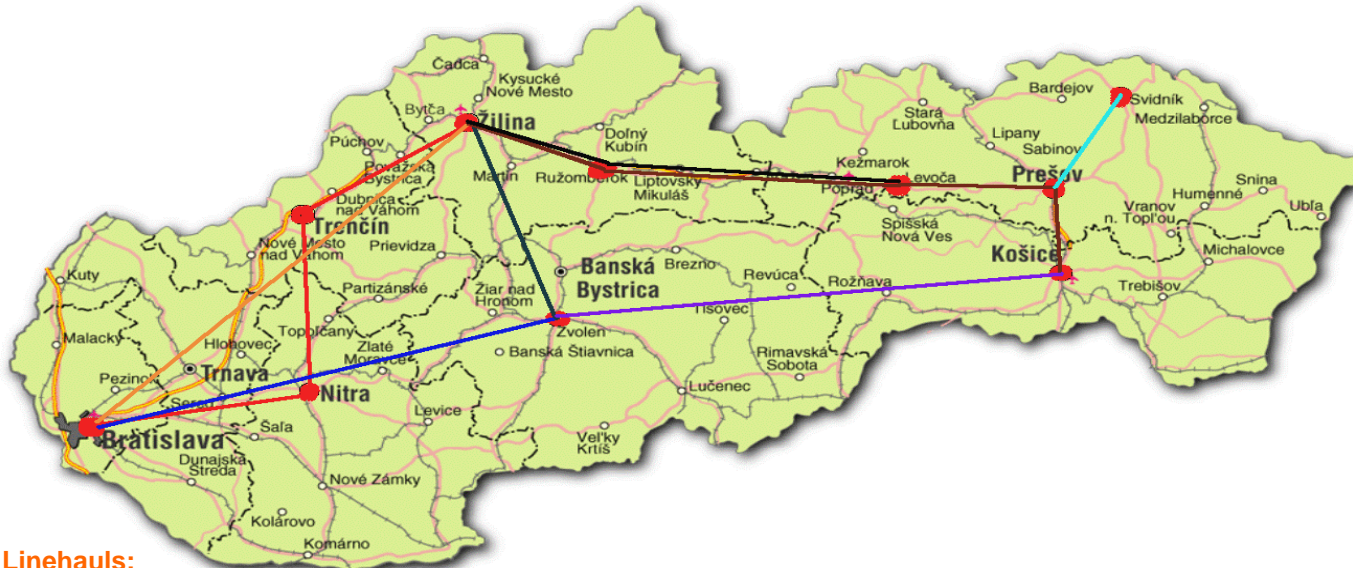
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### **Remax Courier Service – in general**

- established in 2001
- Head office – Bratislava + 9 branch offices
- 35 internal employees
- 85 contractors
- 12 own vehicles
- More then 60.000 domestic packages per month
  
- 2007 Inspekta Slovakia became 100% owner
  
- 2008 + 2009 ReMax Service Courier became ranked as The best B2C deliveries company on Slovak Market

# Remax Courier Service , spol.s r.o.

## Linehails & connections



### Linehails:

Bratislava – Nitra – Trnava – Zilina – Trnava – Nitra – Bratislava  
 Bratislava – Zilina – Bratislava  
 Bratislava – Zvolen – Bratislava  
 Zvolen – Zilina – Zvolen  
 Kosice – Zvolen – Kosice  
 Kosice – Presov – Zilina – Presov – Kosice  
 Levoca – Ruzomberok – Zilina – Ruzomberok – Levoca  
 Svidnik – Presov – Svidnik

MERCEDES AXOR	18tons /own/
MERCEDES ATEGO	12tons /own/
MERCEDES ATEGO	12tons /own/
MERCEDES ATEGO	12tons /rental/
RENAULT MIDLUM	12tons /rental/
MERCEDES ATEGO	12tons /own/
RENAULT MIDLUM	7,5tons /rental/
MERCEDES SPRINTER	3,5tons /rental/

**FedEx**

**ReMax**  
 Courier Service

# Remax Courier Service , spol.s r.o.

## ReMax <-> FedEx Sk Market Synergy

### SALESWISE

- Give customers wider range of services
  - Domestic overnight
  - Time critical shipments
  - Distribution and logistics
- Bundling domestic and international
- 1 point of sales
- 1 point of service
- 1 point of call, order & communication

### OPS WISE

- Use own courier network (fully controlled)
- Maximize flexibility on p/u and dlvy
- Cost control
- Have focused local access to biz in all regions

**OPERATE SEPARATELY**  
**COMPETE COLLECTIVELY**

**FedEx**

**ReMax**  
**Courier Service**

# *Remax Courier Service ,spol.s r.o.*

## *Tomorrow*

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### Near future plans OPS:

- Online scanning system implementation
- Online GPS courier - dispatch monitoring system
- New branded courier uniforms
- Increase customer automation
- Optimize linehauls, pick - up times and delivery services in regions.

### Near future plans SALES:

- Gain new biz from synergy domestic <~> international
- Call Centre unification, 1 team supporting all customers, upsale
- Increase volumes and total revenue to improve total margin
- Fight by quality against aggressive pricing from competitors
- Upsell of additional services
- Focus and Expand B2B customers area

# *Remax Courier Service , spol.s r.o.*

## *Advantages*

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- Overnight Delivery all Slovak Regions each day
- MPS, price/kg
- Smaller company – more flexibility
- Suitable partner for SME´s
- Pricing flexibility over the standards – for example no fuel surcharge
- Additional supports – cash on delivery, recipient identity verification, documents return delivery
- Automation
- Overnight early delivery to Prague – 10 a.m.
- Customer care by dedicated AE – monthly evaluation of Lost/New starts companies

# *Remax Courier Service , spol.s r.o. Opportunities*

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- Early PUT in some areas – North Slovakia/ Poland frontiers, South Slovakia/Hungary frontiers due to fixed linehaul timing
- Preferred size parcels limits – courier company = small packages
- Limited vehicles capacities – courier company = small packages – compensated mostly by flexibility

# *Remax Courier Service ,spol.s r.o. Tomorrow*

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- Future progress - B2C – e-shops with various commodity
- Our VIP clients – T Mobile SK, O2, mBank (Poland) – very difficult biz, compensation is based on NSL bonus system (daily around 1000 packages)
- The solution for SME´s is to drop fix costs (for stocks, distribution – supplying of goods on a daily base in optimal quantity=saving money
- Preference of outsourcing to own distribution

# ***Remax Courier Service ,spol.s r.o.***

## ***Market separation***

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- No one is perfect at everything (DPD, GLS, UPS, Tenexpres)
- The best choice depends on the structure of shipments
- One piece shipment up to 31kg – DPD, GLS
- MPS up to 30kg – UPS
- MPS up to 60kg – Remax
- Consolidated pallets – Tenexpres
- RMX shipments :
  - 50% - 20kg
  - 40% - 50kg
  - 10% - over 50kg

# ***Remax Courier Service ,spol.s r.o.***

## ***The future – International cooperation***

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- Polish company (e-Shop) is selling electronics to the Slovak customers. 2 times a week they come with full van.
- Parcels are labeled by shipper (our web application – shipment number, addressees, bar code) directly to our warehouse in Zilina before 7.00 p.m.
- All packages entered are delivered next day to the customers.
- The point - the deal was closed without personal appointment, conditions were arranged by email. Shipments are up to 50kgs, well known electronics brands, supported in all EU countries.
- There is a chance to extend / apply similar projects from Ukraine, Hungary via our warehouse in Kosice, (example).



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# Your questions please



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**Thank you for attention.**



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