

THE DIGITAL LEARNING IN POSTE ITALIANE: THE NEXT STEP

Grazia Maremonti

Promoting European Social Dialogue
in the Postal Sector in an Enlarged Europe

Third Regional Seminar

ATHENS, MAY 04 2018

Posteitaliane



COMPANY

Poste Italiane is the largest infrastructure in Italy and it is active in the areas of post and logistics as well as in financial and insurance services.

HIGHLIGHTS

138.000
Employees



30.605
Postmen



56.765
Post Office
staff



3 B mails
100 M parcels

2.000
Distribution
centres

12.822
Post Offices

Financial data – 31 december 2017

ABOUT DIGITAL LEADERSHIP

Integration of physical and digital
multichannel touchpoints

15,6 M
Mobile apps
downloaded

15,2 M
Online registered
users

30%
Market share in
e-commerce
parcel delivery

1.8 M
Electronic
identifications
(eID)

Internal data – 31 december 2017

DIGITAL PATH

CUSTOMERS

Innovation of products and services

PEOPLE

Digital skill and digital mindset

COUNTRY

The engine of digital transformation

CORPORATE UNIVERSITY CHALLENGE

EXPANDING AND ENHANCING THE DISTINCTIVE COMPETENCES
According to the planned objectives:

Short-term

To streamline the business processes

To keep the operational competences updated in the current business

Medium-term

To support the current business transformation

To develop the competences and the skills on some target groups

Long-term

To support the new business development

To support the new business plans driving innovation and creating new job profiles

A GLIMPSE AT CORPORATE UNIVERSITY

3.832.000 hours

57% hours in class
43% hours online

134.143 learners

5% Managerial
10% Security & Safety
20% Technical
20% Compliance
45% Financial/insurance

140 job roles

A GLIMPSE AT CORPORATE UNIVERSITY



WHERE IS DIGITAL LEARNING?

CORPORATE UNIVERSITY VISION

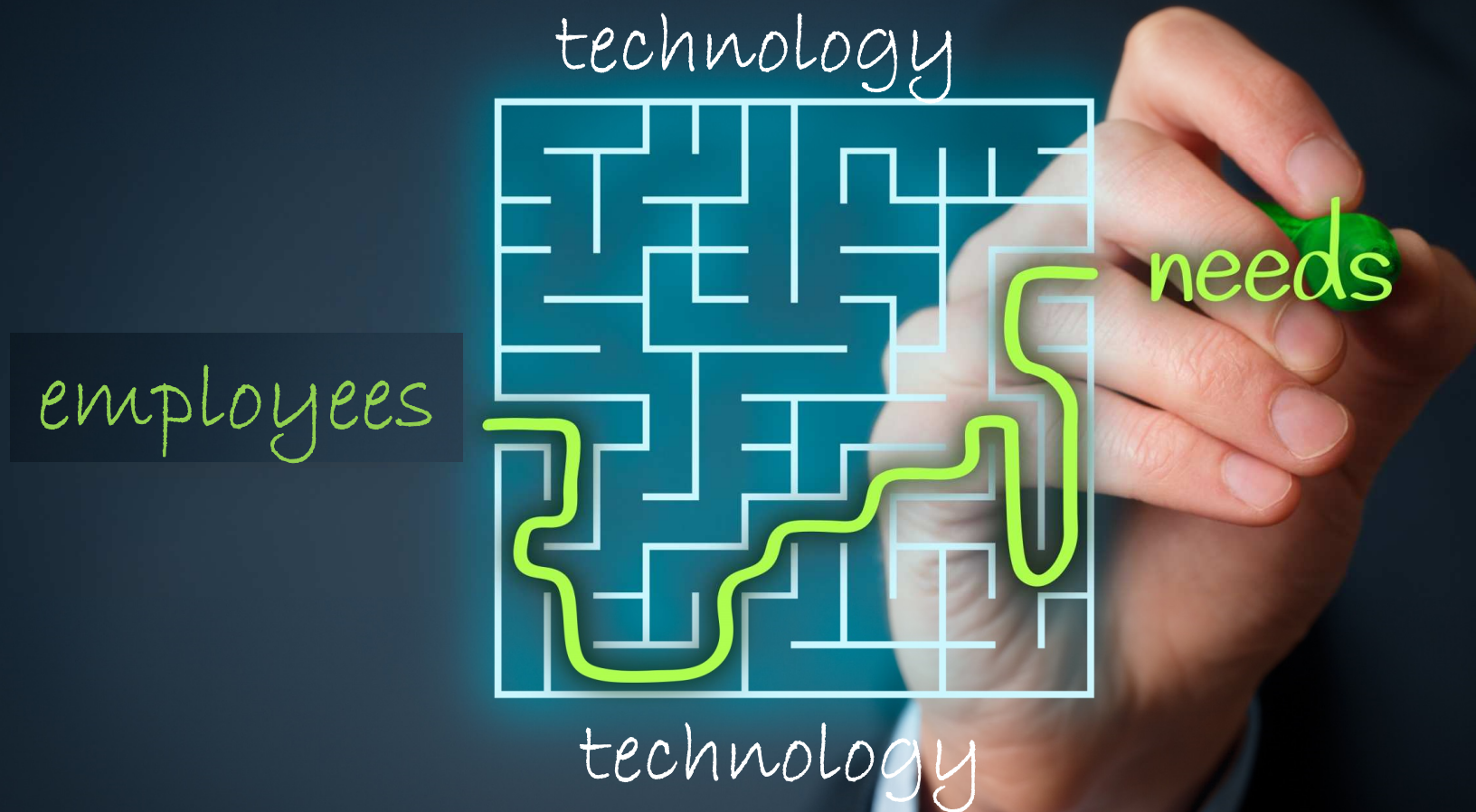
Traditional learning and future learning

Smart digital learning solution

Continuous learning

Open learning

DIGITAL LEARNING: A PERSONAL EXPERIENCE





THE NEXT DIGITAL LEARNING

T&T PROTOTYPE

CONTEXT: TRACK & TRACE SYSTEM

The Track and Trace System is a software used both in the Sorting and the Distribution Centres.

Its functions allow for the automation of the sorting and the delivery process. This software can track the postal item throughout its journey.

In the Distribution Centres the T&T System is used, for example, to make a dispatch, to make a bundle, a cage.

Most of the operations are carried out quickly, when the postmen need to leave for their journey, very early in the morning. Although the mail processors should know all the T&T functionalities, often they don't... *the system is constantly updated and new temporary operators can find difficult to catch up with it.*

TRACK & TRACE SYSTEM: FIRST TRAINING FORMAL SOLUTION

Class training: 4000 mail processors

Internal communication to deploy new functionalities

Procedure book

... what else?

TRACK & TRACE SYSTEM: INFORMAL TRAINING



Ask someone
who knows

Trial and
error

Share the
solution...

I don't know

TRACK & TRACE SYSTEM: THE REAL NEEDS

Be always updated

Get correct and precise information

Reduce approximations and doubts

Speed up the search of information



TRACK & TRACE SYSTEM: THE DIGITAL LEARNING SOLUTION

Do we really need an online course?

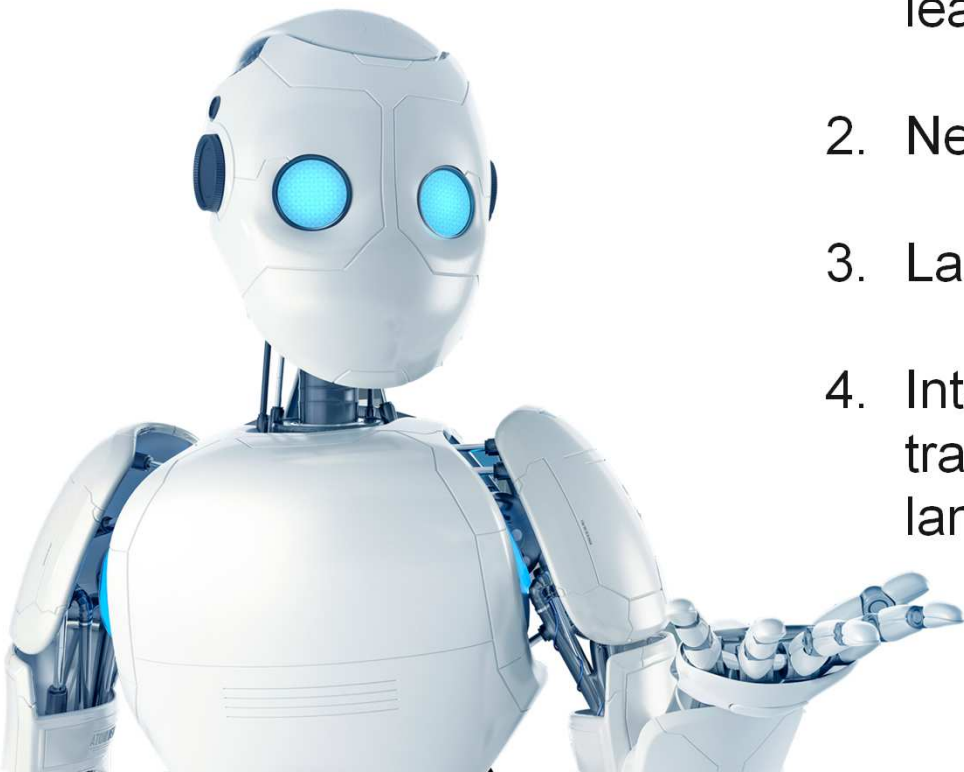
Is the online course the best digital learning solution?



CHATBOT AS A DIGITAL LEARNING TOOL: AI PROTOTYPE

Why using a chatbot?

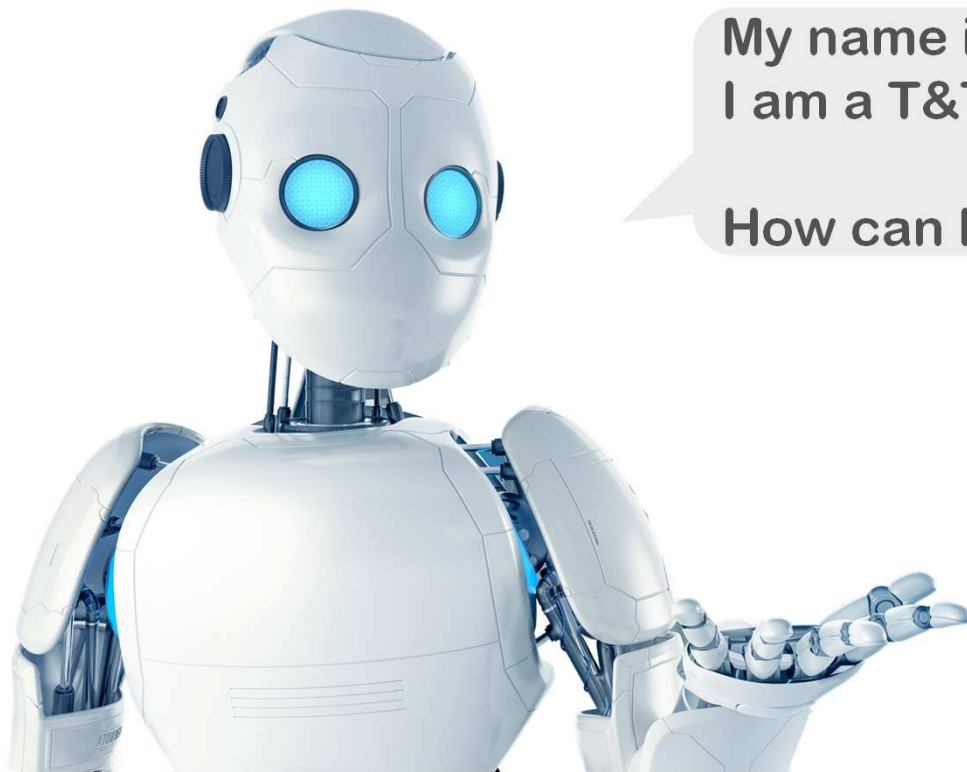
1. Continuous learning on the job (never ending learning)
2. Near at hand learning
3. Large contents availability and instant answers
4. Interactive learning experience as in traditional training workshops using our common language



CHATBOT AS A DIGITAL LEARNING TOOL: HAL2022 DEMO

Posteitaliane

T&T Learning environment



My name is HAL2022.
I am a T&T expert.

How can I help you?

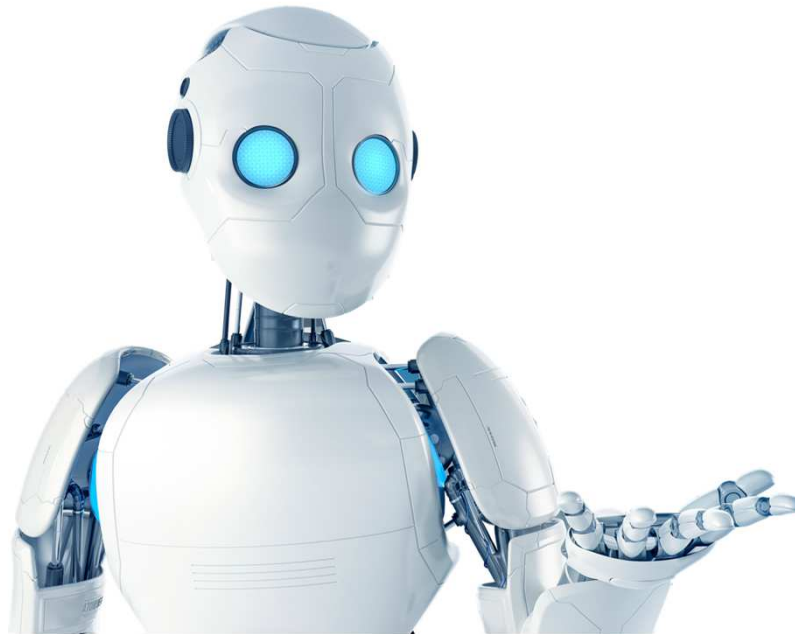
START

Posteitaliane

CHATBOT AS A DIGITAL LEARNING TOOL: HAL2022 DEMO

Posteitaliane

T&T Learning environment



Chat

ciao

You

Salve, Come posso aiutarti?



Hal2022

Dimmi cos'è un dispaccio

You

Un dispaccio è un aggregato di oggetti postali a firma con una destinazione. Può essere locale o nazionale

Hal2022 at 13:09:15

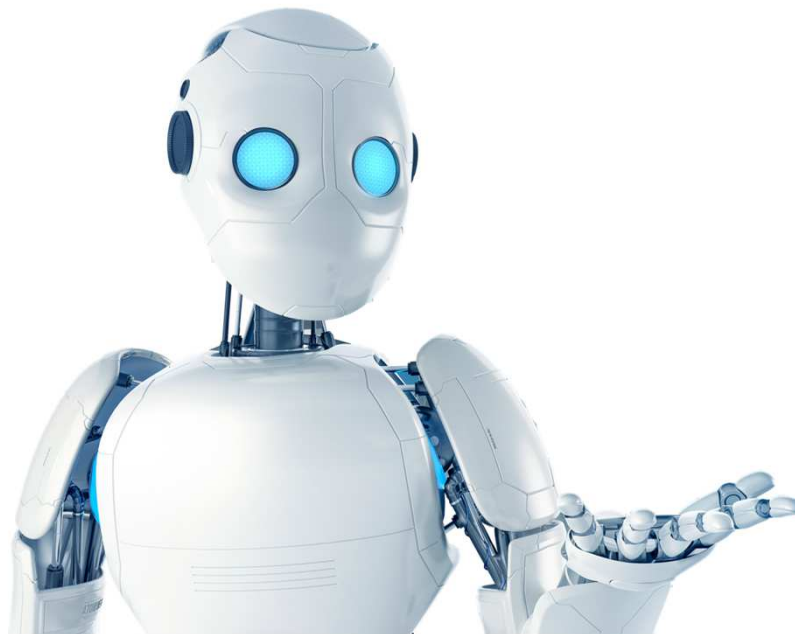
 Type your message 

Posteitaliane

CHATBOT AS A DIGITAL LEARNING TOOL: HAL2022 DEMO

Posteitaliane

T&T Learning environment



Chat

come si forma un dispaccio


You

Che tipologia di dispaccio

Locale

Nazionale

Hal2022



select in the menu the item

Type your message

Posteitaliane

CHATBOT AS A DIGITAL LEARNING TOOL: HAL2022 DEMO

Posteitaliane

T&T Learning environment

The screenshot displays the 'AVVIAMENTO DISTRIBUZIONE MIX-2' interface. The left sidebar lists tasks under 'Lavorazioni' and 'Funzioni Complementari'. The main area shows 'Dati di Lavorazione - Conteggi' for 09/04/2018 12:00, with a table of mail volume data. Below this is the 'Stato delle Postazioni' table.

Dati di Lavorazione - Conteggi 09/04/2018 12:00			
Avviamento Mix (2)	Invii in Ingresso		
	Invii in Lavorazione		
	Invii in Uscita		
Distribuzione Mix (2)	Invii in Ingresso	5187	
	Invii in Lavorazione	2423	
	Invii in Uscita	2764	

Stato delle Postazioni			
Postazione	Stato	Operatore Collegato	Operazione
TGE1424CR05			
TGE1424C066		1007	Distribuzione Mix (2)
TGE1424CR02		1002	Distribuzione Mix (2)

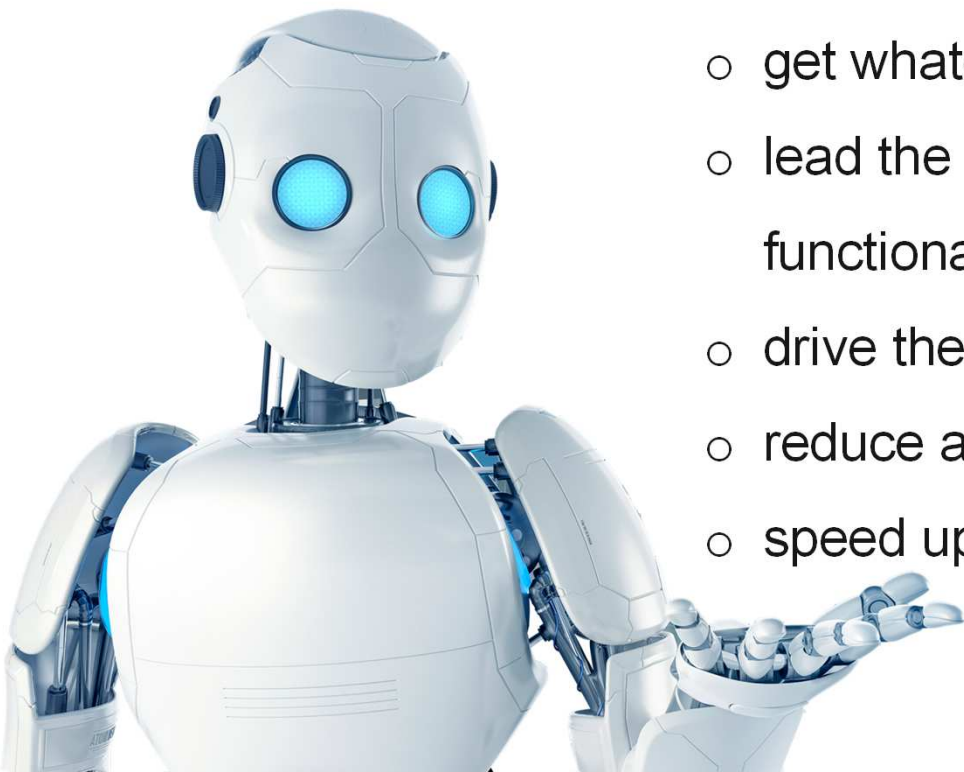
To make an internal dispatch

Posteitaliane

CHATBOT AS A DIGITAL LEARNING TOOL

The interaction with HAL2022 improves your work, you can:

- get standard and compliant information
- get whatever you need to know whenever you want
- lead the mail processors' knowledge towards new functionalities
- drive the new operators training using the system
- reduce approximation and doubts
- speed up the information research



A long, straight asphalt road stretches into the distance under a cloudy sky. The road is flanked by green grass and fields. The words "LEARNING NEVER ENDS" are painted in large, white, bold letters on the pavement. The sky is filled with dramatic, grey clouds, and the overall scene conveys a sense of continuous journey and learning.

Unique learning experience

LEARNING
NEVER ENDS

Thanks for your attention

maremontig@posteitaliane.it

Posteitaliane

