THE DIGITAL LEARNING IN POSTE ITALIANE: THE NEXT STEP

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

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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

12,822 Post Offices

56,765 Post Office staff

3B mails
100M parcels

2,000 Distribution centres

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
To keep the operational competences updated in the current business

To develop the competences and the skills on some target groups

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

EXPANDING AND ENHANCING THE DISTINCTIVE COMPETENCES

According to the planned objectives:

**Short-term**
To streamline the business processes

**Medium-term**
To support the current business transformation

**Long-term**
To support the new business development
A GLIMPSE AT CORPORATE UNIVERSITY

3.832.000 hours
57% hours in class
43% hours online

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

134.143 learners

140 job roles
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
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
Do we really need an online course?
Is the online course the best digital learning solution?
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
My name is HAL2022. I am a T&T expert.

How can I help you?

START
Salve, Come posso aiutarti?

Dimmi cos’è un dispaccio

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

Type your message
CHATBOT AS A DIGITAL LEARNING TOOL: HAL2022 DEMO

To make an internal dispatch
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
Unique learning experience
Thanks for your attention

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