

COLLECT & CREATE

2020

Schiphol retrieves and **collects** data to **create** a data platform in order to gain insights into the logistics processes

SCHEDULE & TRANSFER

2022

Schiphol controls the data platform by **scheduling** fixed time slots and **transfers** logistics processes to a Drop-off Point with the Schiphol Logistics Service

CENTRALISE & AUTOMATE

2025

Schiphol controls the logistics process by **centralising** the logistics process with a Schiphol Logistics Centre while making use of an **automated** and predictive process

2030

VALUE PROPOSITION

VISION THEMES

VALUES

TRENDS

SERVICE PROPOSITION

SERVICE ELEMENTS

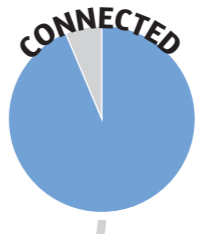
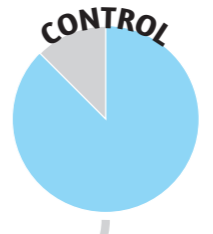
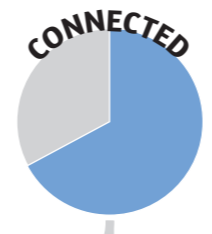
OPERATION RESOURCES

TECHNOLOGY

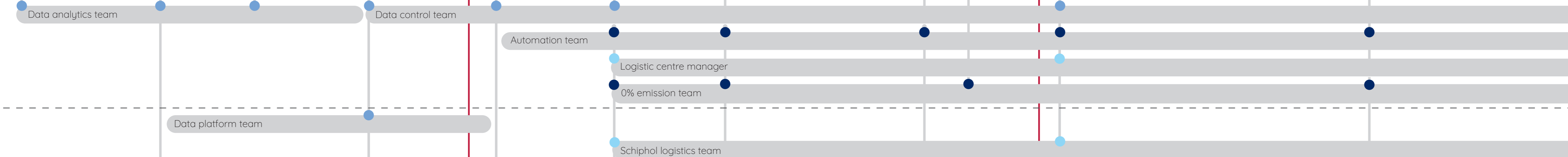
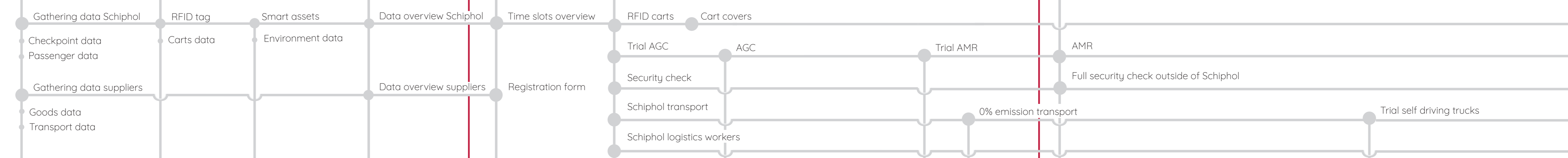
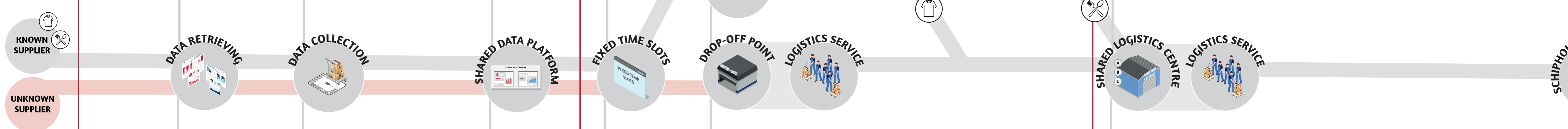
BUSINESS MODEL

Suppliers
Schiphol

Schiphol
External



- Suppliers:**
 - 2020: Overview of own logistics process, Overview of processes at Schiphol
 - 2022: Overview of goods status, Unburdened of processes at Schiphol
 - 2025: Unburdened of logistic processes at Schiphol, Real-time insights in goods and Logistics Service, Cost saving operational processes
- Schiphol:**
 - 2020: All data in one central place, Insights into cart flows
 - 2022: Insight into all logistics processes, Control in logistic streets, Self-determination time slots, Control over small flows, Unknown suppliers removed from logistics process, Control over supplies, Carts sorted with multiple store orders
 - 2025: Control over full logistics process, Connected chain with predictive processes, Human error and inefficiency minimised, Zero emission at landside



Costs = + +

% concession = + + + €€€ + €€ + €

% concession = + €€

COLLECT & CREATE

2020

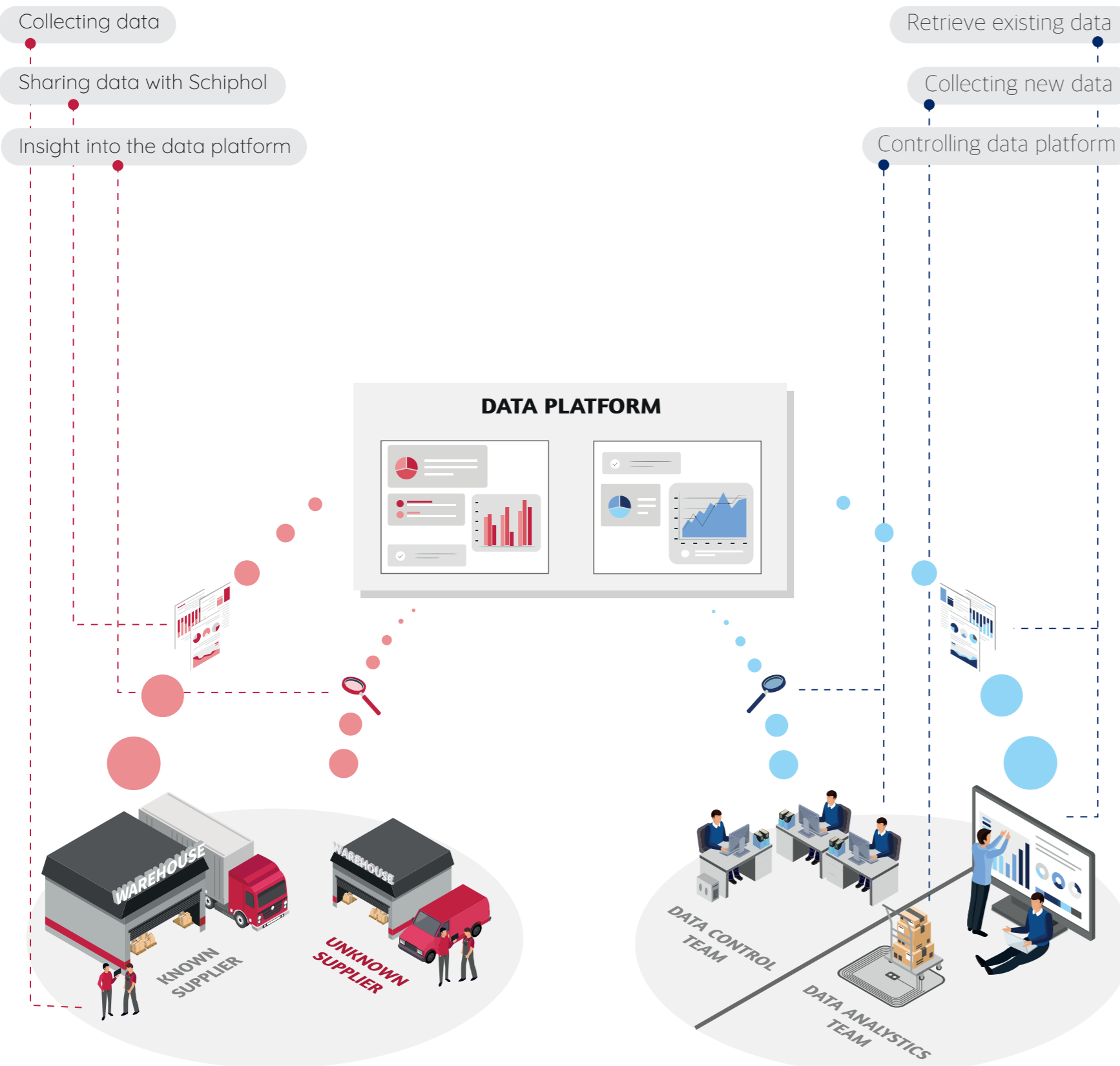
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VALUE PROPOSITION

VISION THEMES



SERVICE PROPOSITION



VALUES

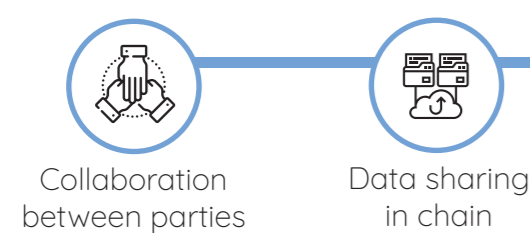
Suppliers

- Overview of own logistics process
- Overview of processes at Schiphol

Schiphol

- All data in one central place
- Insights into cart flows
- Insight into all logistics processes

TRENDS



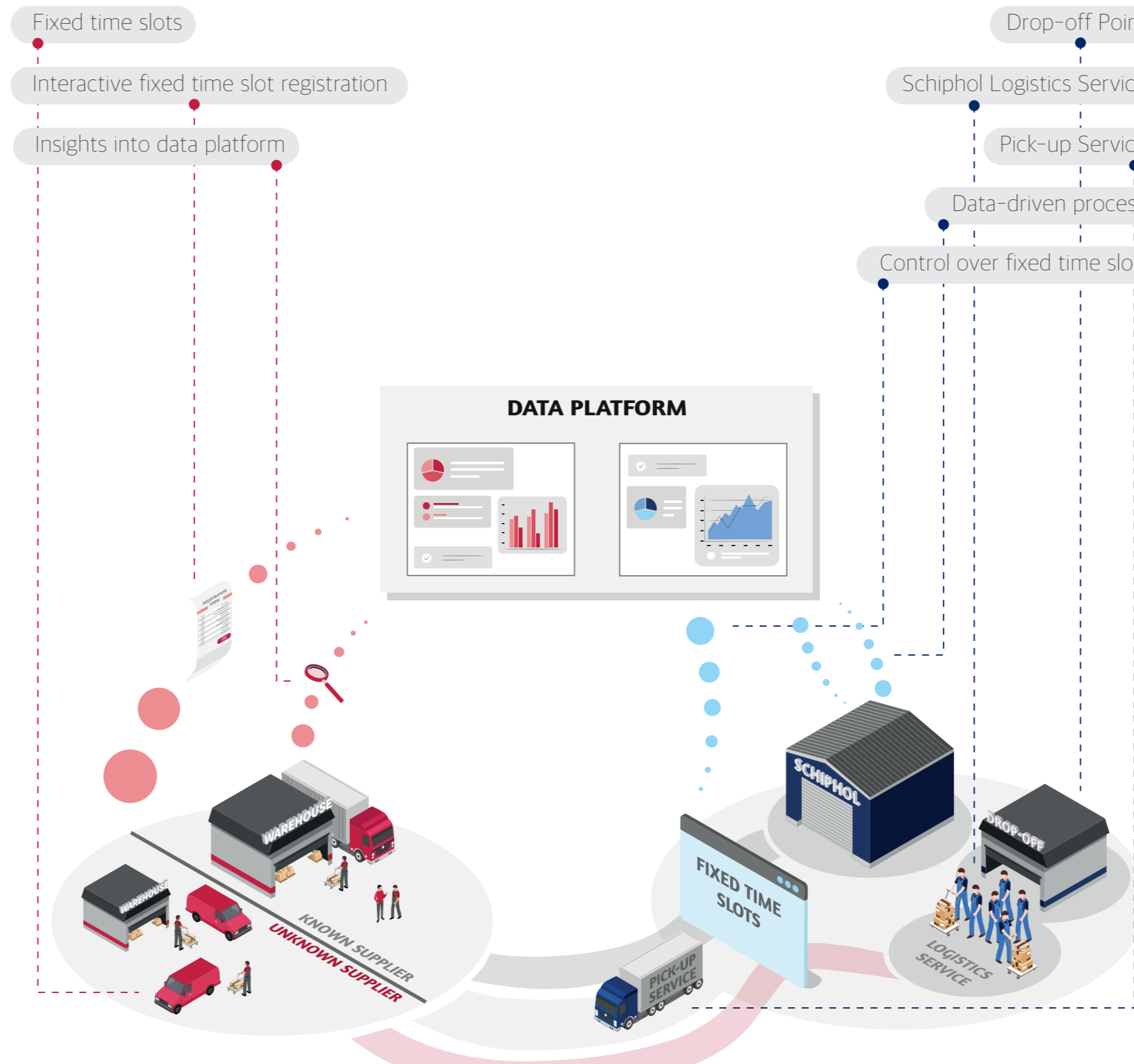
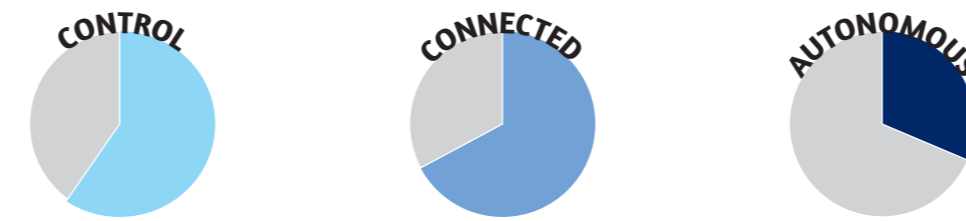
BUSINESS MODEL

$$\text{Costs} = \text{Warehouse} + \text{Truck} + \text{Personnel}$$

SCHEDULE & TRANSFER

2022

Schiphol controls the data platform by **scheduling** fixed time slots and **transfers** logistics processes to a Drop-off Point with the Schiphol Logistics Service

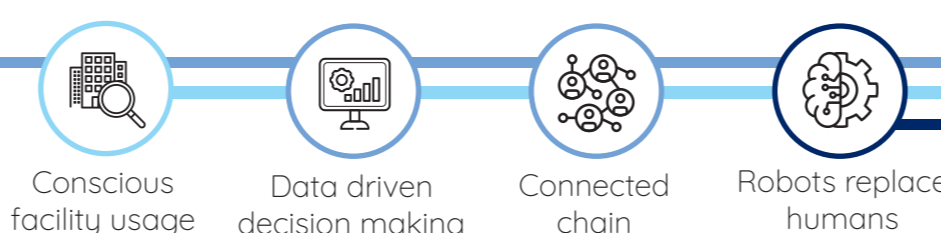


Suppliers

- Self-determination time slots
- Control in logistic streets
- Unburdened of processes at Schiphol
- Overview of goods status

Schiphol

- Control over who enters logistic streets
- Data-driven process
- Control over small flows
- Unknown suppliers removed from logistics process
- Carts sorted with multiple store orders



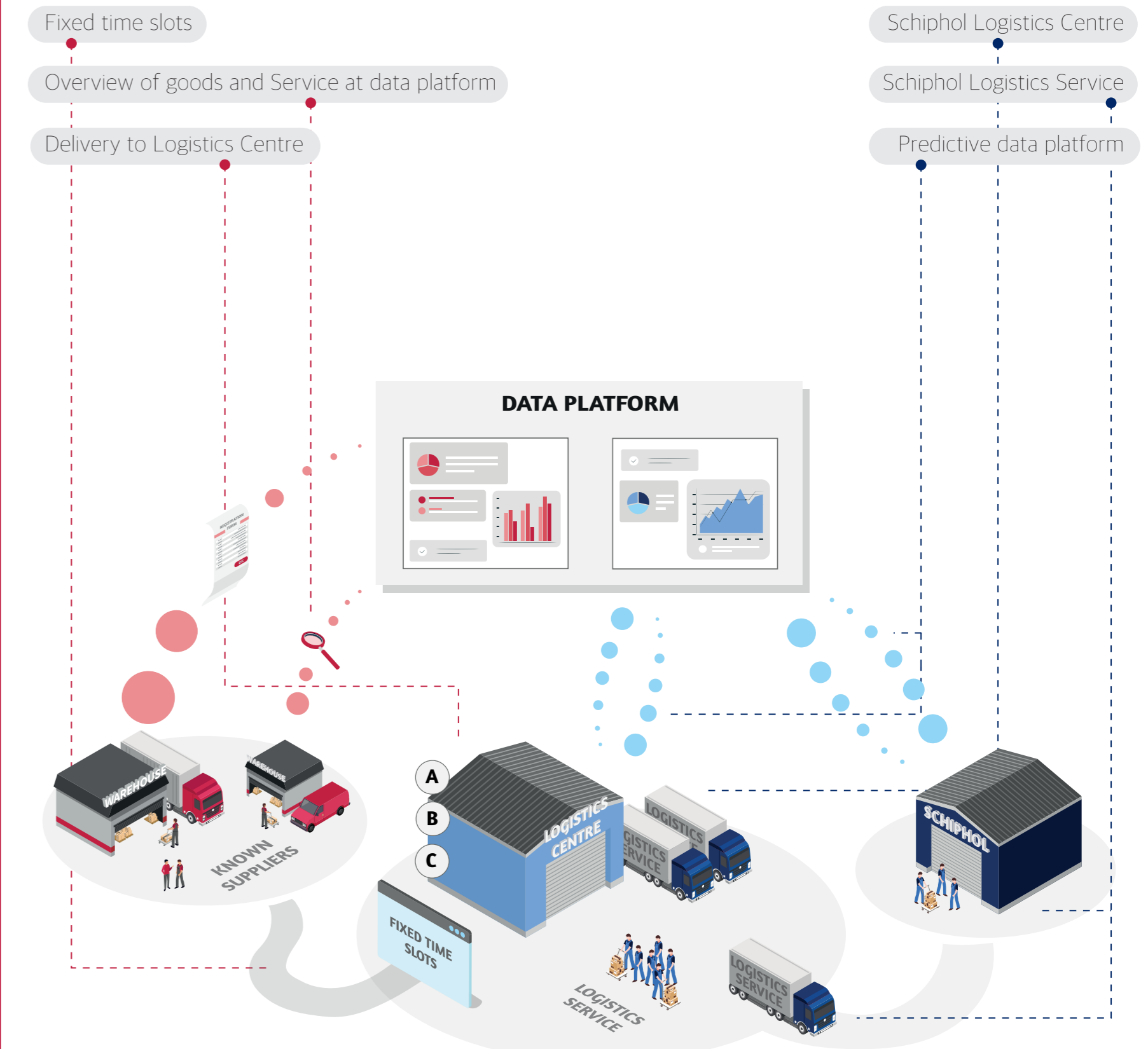
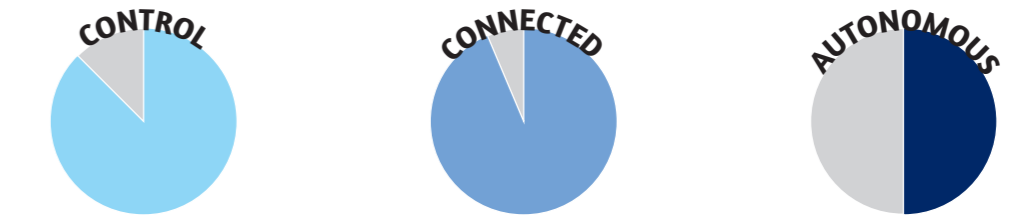
$$\% \text{ concession} = \text{Warehouse} + \text{Pick-up Service} + \text{Drop-off Point}$$

2025

CENTRALISE & AUTOMATE

2030

Schiphol controls the logistics process by **centralising** the logistics process with a Schiphol Logistics Centre while making use of an **automated** and predictive process

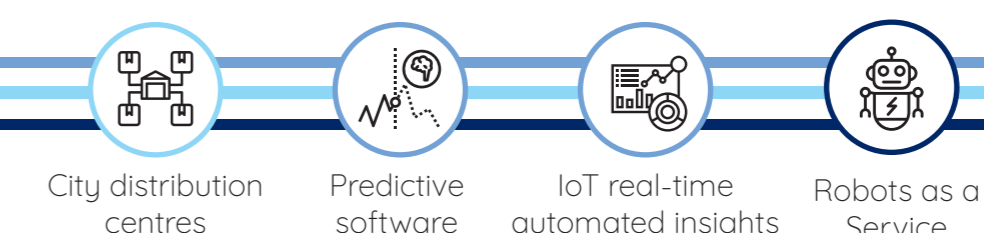


Suppliers

- Unburdened of logistic processes at Schiphol
- Cost saving operational processes
- Real-time insights in goods and Logistics Service

Schiphol

- Control over full logistics process
- Connected chain with predictive processes
- Human error and inefficiency minimised
- Zero emission at landside



$$\% \text{ concession} = \text{Warehouse} + \text{Logistics Centre}$$

2

1

0

-1

-2

