**OPERATION**

**RESOURCES**

**COLLECT & CREATE**

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

**SERVICE ELEMENTS**

- **Control**
  - Overview of logistics processes
  - Control over supplies
  - Control over small flows
  - Control over all logistics processes
  - Unburdened of processes at Schiphol
  - Overview of logistics processes at Schiphol
  - Control in logistic streets
- **Connected**
  - Overview of goods status
  - Overview of all logistics processes
  - Smooth goods processes
- **Value**
  - All data in one central place
  - Insight into cart flows
  - Insight into all logistics processes

**TRENDS**

- Collaboration between parties
- Data sharing in chain
- Data driven decision making
- Conscious facility usage
- Robots replace humans
- City distribution centres
- Predictive software
- IoT real-time automated insights
- Robots as a Service
- Data sharing in chain

**SERVICE PROPOSITION**

- **Control**
- **Connected**
- **Value**

**BUSINESS MODEL**

- **Costs**
  - Concession
  - Fixed time slots
  - Data platform team
  - Data control team
  - Data analytics team
  - Automation team
  - Logistic centre manager
  - 0% emission team
  - Schiphol logistics team
- **Technology**
  - RFID tags
  - 0% emission
  - Big data - Internet of Things (IoT)
  - Big data - Internet of Everything (IoE)
  - Just in Time (JIT)
  - Cross docking
  - AGC
  - AMR
  - RFID carts
  - RFID tags
  - Key data - Internet of Things (IoT)
  - Key data - Internet of Everything (IoE)
  - Self driving trucks

**VISION THEMES**

- **Control**
- **Connected**
- **Value**

**VALUES**

- **Control**
  - Zero emission at landside
  - Unknown suppliers removed from logistics process
  - Data-driven process
- **Connected**
  - Self-determination time slots
  - Unburdened of logistic processes at Schiphol
  - Unburdened of logistic processes at Schiphol
  - Insight into logistics processes
  - Control over supplies
  - Control over small flows
- **Value**
  - All data in one central place
  - Insight into cart flows
  - Insight into all logistics processes

**TECHNOLOGY**

- **Big data - Internet of Things (IoT)**
- **Big data - Internet of Everything (IoE)**
- **Just in Time (JIT)**
- **Cross docking**
- **AGC**
- **AMR**
- **RFID carts**
- **RFID tags**
- **Self driving trucks**
- **Data platform team**
- **Data control team**
- **Data analytics team**
- **Automation team**
- **Logistic centre manager**
- **0% emission team**
- **Schiphol logistics team**
- **Data sharing in chain**
- **Data driven decision making**
- **Control in logistic streets**
- **Robots replace humans**
- **City distribution centres**
- **Predictive software**
- **IoT real-time automated insights**
- **Robots as a Service**
- **Data sharing in chain**

**CENTRALISE & AUTOMATE**

Schiphol controls the logistics process by centralising the logistics process with a Schiphol Logistics Centre while making use of an automated and predictive process.
Schiphol retrieves and collects data to create a data platform in order to gain insights into the logistics processes.

**Vision Themes**
- Collection and creation
- Schedule and transfer
- Centralise and automate

**Service Proposition**
- Collecting data
- Sharing data with Schiphol
- Insight into the data platform

**Business Model**
- Costs = € + € + €
- % concession = + €

**Values**
- Suppliers
- Schiphol

**Trends**
- Collaboration between parties
- Data sharing in chain
- Connected facilities with decision making
- Digitisation of processes
- Futuristic commerce

**Overview of processes at Schiphol**
- All data in one central place
- Insights into cart flows
- Control over full logistics process
- Zero emission at landside

**Overview of own logistics process**
- Control over small flows
- Zero emission at landside
- Control of who enters logistic streets
- Overview of goods status

**Overview of goods and service at data platform**
- Data-driven processes
- Cost saving operational processes
- Real-time insights into goods and logistics service
- Self-determination of processes at Schiphol

**Overview of processes at Schiphol Logistics Centre**
- Unburdened of logistic processes
- Connected chain with predictive processes
- Human error and inefficiency minimised
- Data emission at land side

**Control over full logistics process**
- Data-driven processes
- Cost saving operational processes
- Real-time insights into goods and logistics service
- Self-determination of processes at Schiphol

**Control over small flows**
- Data-driven processes
- Cost saving operational processes
- Real-time insights into goods and logistics service
- Self-determination of processes at Schiphol

**Control of who enters logistic streets**
- Overview of goods and service at data platform
- Data-driven processes
- Cost saving operational processes
- Real-time insights into goods and logistics service
- Self-determination of processes at Schiphol