How the Next Decade of Postal Will be Won

Why the next generation of postal networks will be defined by intelligent supply chains

Executive Summary

The postal industry has entered its defining decade.

For centuries, postal authorities have connected nations through trusted physical networks. Today, they stand at the beginning of their greatest transformation since the invention of the modern postal service.

This transformation is not simply about declining letter volumes or growing parcel demand. It is being driven by a much larger convergence of global forces that are fundamentally reshaping commerce itself.

E-commerce continues to accelerate, customer expectations have shifted dramatically, artificial intelligence is redefining decision-making, supply chains are becoming autonomous, and retailers are demanding strategic partners rather than transactional carriers.

At the same time, postal operators face increasing competition from global marketplaces, integrated logistics providers and digital commerce platforms that are redefining speed, convenience, and customer experience.

The organizations that succeed over the next decade will not simply move more parcels.

They will orchestrate intelligent commerce.

"For years this industry has been chasing speed.
But speed on its own is a red herring – it's a race for reliability, choice, and convenience now. Get that right and speed becomes less relevant to the customer."

Bob Black – TMX Transform

This whitepaper is a practical roadmap for postal leaders looking to future-proof their supply chains. With insights from **TMX Transform Non-Executive Board Director and former Australia Post Group Chief Operating Officer Bob Black; TMX Managing Director of UK and Europe, Tom Fitz-Walter; TMX Strategic Advisor and Former Australia Post Chief Customer Officer, Christine Corbett; and TMX Director of Supply Chain, Max Reynolds,** we explore the strategies, pioneers, and technologies, that can redefine an industry that touches every home and business worldwide.


Bob Black


Christine Corbett


Tom Fitz-Walter


Max Reynolds

Five Global Forces Reshaping the Industry

1. Intelligent Commerce

Commerce is becoming increasingly digital, connected, and data-driven. Postal networks are no longer supporting retail, they are becoming a critical component of the customer experience itself.

2. Customer Control

Customers increasingly expect complete control over when, where, and how deliveries occur. Delivery is evolving from a standard service into a personalized digital experience.

3. Agentic AI

Artificial intelligence is moving beyond prediction into autonomous execution. Increasingly, AI agents will purchase products, compare delivery providers, manage returns, and make fulfilment decisions on behalf of customers.

Tomorrow's customer may be an intelligent digital assistant.

4. Intelligent Supply Chains

Simulation, automation, digital twins, and artificial intelligence are enabling postal networks to evolve from static operations to an ecosystem where operators can model changes before implementation, fine-tuning operations without service disruption, and evolve into dynamic decision-making engines. Network design is a competitive edge and intelligent supply chains are the future.

5. Trust & Sustainability

Postal authorities remain among the world's most trusted institutions. Combining that trust with transparent, resilient, and sustainable supply chains creates a competitive advantage that is increasingly difficult to replicate.

Post in 2035

The future postal authority will look fundamentally different from today's organizations.

Imagine:

- Instead of operating fixed networks, it will continuously optimize them.
- Instead of relying on historical forecasting, it will predict demand using artificial intelligence.
- Instead of responding to customer issues, it will prevent them.
- Instead of simply transporting parcels, it will orchestrate intelligent commerce across retailers, governments, businesses, and consumers.

The future postal organizations will become intelligent commerce platforms with supply chains no longer simply an operational capability, but rather the strategic platform upon which the future of postal will be built.

The Five Strategic Capabilities of Future Postal Leaders

Based on TMX Transform's experience working with postal operators, retailers, and supply chains globally, five strategic capabilities will distinguish tomorrow's industry leaders.

Design
Create adaptive networks designed around customer demand rather than historical infrastructure.

Move
Reimagine the last mile through intelligent routing, dynamic fulfilment, out-of-home delivery, and customer choice.

Predict
Leverage artificial intelligence, simulation, and digital twins to anticipate demand, optimize operations, and improve decision making.

Connect
Deliver exceptional customer experiences by integrating retailers, customers, and AI agents into one connected fulfilment ecosystem.

Lead
Move beyond transactional logistics to become trusted strategic partners helping retailers, governments, and businesses create long-term value.

"The future isn't about optimizing one part of the supply chain. It's about creating intelligent, connected ecosystems that continuously learn, adapt, and improve. Organizations that combine AI, automation, simulation, and customer insight will fundamentally redefine what a postal network can become."

Bob Black – TMX Transform

"Postal organizations have always connected people. The next generation will connect intelligent commerce. As artificial intelligence reshapes how customers buy, retailers fulfil, and supply chains operate, postal authorities have an extraordinary opportunity to evolve from delivery providers into trusted commerce platforms. The organizations that lead won't simply deliver parcels more efficiently, they'll help retailers build loyalty, enable customer choice, and become trusted partners in an increasingly autonomous world."

Christine Corbett – TMX Transform

Five Pillars of Postal Success

1. Design | 2. Move | 3. Predict | 4. Connect | 5. Lead

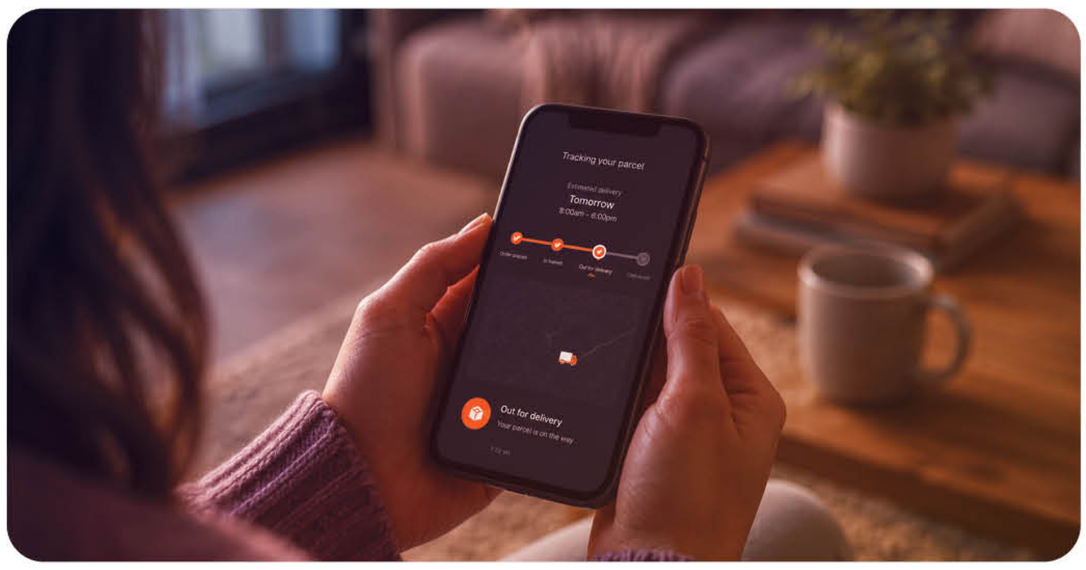
1. Design

Designing an intelligent network begins by identifying the "centre of gravity", where customer demand is greatest, and aligning facilities, transport infrastructure, technology, and workforce capability around that demand. By analyzing parcel flows, customer behavior, and delivery patterns, postal organizations can consolidate fragmented operations into intelligent, technology-enabled hubs that improve efficiency, increase flexibility, and enhance customer outcomes.

> "By working out your center of gravity, you can position yourself to be more competitive with the right people, processes, equipment, and technology to enable efficient operations. Ideally, future facilities will integrate multiple operations into one intelligent scalable hub."
>
> **Bob Black** – TMX Transform

This approach considers the supporting infrastructure of vehicles, technology systems, and operational processes, as well as the physical footprint.

By redesigning network flows, organizations can reduce stem time (travel to delivery zones) and maximize delivery time.



A Strategic Approach to Network Design

Technology should never determine strategy.

The most successful postal transformations begin with a clear understanding of the customer experience and commercial outcomes the organization is seeking to deliver before determining how technology should enable them.

Leading postal authorities follow a deliberate transformation sequence:

1. Define the customer promise and the role the network must play in delivering it.
2. Determine the strategic function of every facility within the end-to-end supply chain.
3. Design future-state network flows based on customer demand rather than historical infrastructure.
4. Assess automation, AI, and digital capabilities appropriate for each node.
5. Evaluate organizational readiness including workforce capability, operating model, and change maturity.
6. Implement fit-for-purpose solutions that balance innovation, operational resilience, and commercial return.
7. Continuously optimize the network using simulation, digital twins, and AI-driven decision making.

Rather than becoming static infrastructure, future postal networks become living systems that continuously learn, adapt, and improve.

> "The question is: what does your network look like? You need to design both the network and its nodes with a specific function in mind. Then, you can assess the level of automation required to achieve that function effectively. It might be enabling a significantly higher product flow through the node to ensure on-time delivery to customers."
>
> **Tom Fitz-Walter** – TMX Transform

An optimized network delivers products faster, with better accuracy, and at a lower cost, Tom says. A key driver of this is strategic transformation, enabling operational automation. "We're seeing a 15% YoY cost reduction once implemented, with organizations achieving signficant improvements in productivity and sustainable cost reductions through intelligent network design, but this isn't fundamentally a cost transformation. It's a growth transformation. Every improvement in network capability creates opportunities to improve customer experience, increase throughput, introduce new services and respond faster to changing market conditions. The intelligent supply chain becomes the platform that enables future growth."

2. Move

As customer expectations evolve and e-commerce continues to accelerate, traditional delivery models built around fixed routes, static delivery zones, and separate delivery and collection functions are no longer sufficient. Intelligent supply chains require networks that continuously adapt to changing customer demand, traffic conditions, parcel volumes, and operational capacity in real time.

Rather than viewing delivery and collection as separate activities, leading postal organizations are beginning to redesign the last-mile as one connected ecosystem.

By leveraging AI-driven route optimization, real-time operational data, and advanced network orchestration, postal operators can increase both drop density and collection density through the intelligent interleaving of deliveries and collections within a single journey.

Imagine one vehicle seamlessly delivering parcels while simultaneously collecting returns, business shipments and customer drop-offs along the same optimized route. Every mile travelled creates greater value, improves asset utilization, and reduces unnecessary movements across the network.

Rather than operating fixed "petals", or traditional delivery territories with predetermined routes, future networks will operate as dynamic fulfilment ecosystems. Advanced AI and optimization algorithms will continuously evaluate customer demand, parcel volumes, traffic conditions, driver availability, and delivery priorities to create the most efficient routes in real time.

The result is a network that continually learns, adapts, and optimizes itself throughout the day.

This transition represents one of the most significant operational shifts facing postal authorities. Legacy infrastructure, traditional operating models, and siloed technology platforms remain significant barriers. However, organizations that successfully embrace intelligent routing and dynamic network orchestration will unlock substantial improvements in productivity, resilience, sustainability, and customer experience.

Most importantly, intelligent last-mile optimization transforms the supply chain from a static delivery operation into a strategic capability that enables customer-centric commerce.

Reliability, not raw speed, is what actually drives loyalty. TMX's work with postal operators globally has repeatedly shown that first-time delivery to a parcel locker scores higher on customer satisfaction than first-time delivery to the door – in one six-year dataset, 84 out of 100 for locker collection versus 78 for home delivery. Speed was identical in both cases.

What moved the score was precision: the locker delivery landed exactly when and where the customer had chosen.

> "If you get exactly what you asked for, it's a ten out of ten every time. Great speed with no convenience is still a poor experience."
>
> **Bob Black** – TMX Transform

Out-of-home solutions: From fallback to first choice

What started as a backup for missed deliveries has increased in popularity, especially in Europe. InPost has rapidly expanded, with over 82,000 locations in its out-of-home network, of which automated parcel machines (APMs) make up 57% of these points. In 2024 alone, they deployed 11,500 new machines. Similarly, Royal Mail is expanding beyond post offices, adding 8,000 Collect+ locations and over 1,000 parcel lockers to boost convenience and customer choice. It's also trialing a new solar-powered postbox, where customers simply scan a parcel's barcode to drop it into an automated drawer - streamlining the send-off process.

> "This isn't just about out-of-home delivery. It's about third-party accessibility. People are actively choosing to collect parcels outside their homes, not because they have to, but because they want to. Notification matters just as much as the drop-off point itself – customers who get a live status update ahead of delivery consistently rate the experience higher, regardless of whether the parcel lands on the doorstep or in a locker. It's the certainty, not the speed that they're responding to."
>
> **Bob Black** – TMX Transform

These networks offer advantages beyond convenience:

For consumers: Consolidated pickups mean collecting multiple items from one location, often at better prices.

For postal operators: Optimized delivery routes and reduced last-mile costs.

For retailers: A competitive edge through providing different options for the customer.

However, while postal operators remain the dominant players in at-home delivery, they must develop their out-of-home delivery options to offer consumers convenience and preference. For example, across the UK there are 115,000 postboxes within half a mile of 98% of addresses, creating untapped potential to transform them into the nation's most extensive parcel drop-off network.

> "Some delivery providers offer significantly more out-of-home drop-off/pick-up options than others. While many operators utilize the post office networks, often these function as separate entities, with differences in ownership and strategic priorities. When it comes to parcel lockers, adoption remains low for many players when compared to others like InPost and Amazon.
>
> By offering incentives to consumers, such as cheaper pricing, faster delivery, and easy check out, whilst also managing messaging such as 'environmentally friendly' and 'convenient', those leading in this space can drive volume where they want to – it's a win/win. This makes postal operators the challengers, not leaders, in the out-of-home space."
>
> **Bob Black** – TMX Transform

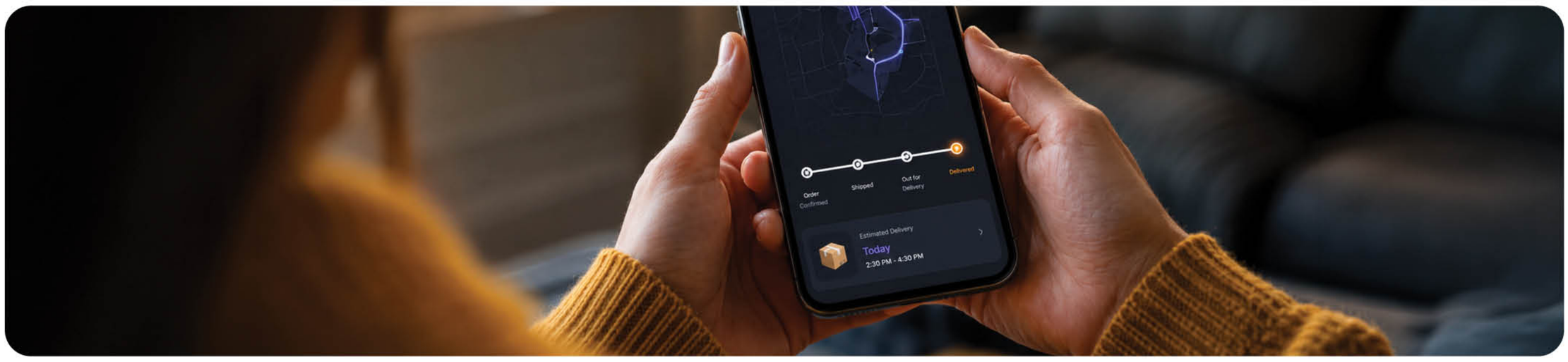
Breaking down the last-mile barriers

Modern postal networks are becoming fluid, adaptive systems, where parcels move based on changing consumer preferences and network capacity. Missed deliveries can automatically redirect to parcel lockers, returns can be processed anywhere, and real-time inventory visibility enables optimal routing.

But it requires real-time tracking, integrated inventory management, dynamic carrier allocation, and flexible last-mile options. The future isn't just about choosing between home delivery or lockers – it's about building an interconnected ecosystem. For example, Royal Mail has equipped 850,000 of its York transport containers with Bluetooth-powered digital tags, providing real-time updates on location, temperature, and humidity, enabling a live digital map of container movements.

The initiative aims to boost operational efficiency, reduce wasted journeys, and cut carbon emissions. They plan to extend this technology to individual parcels. This system improves the last-mile by ensuring timely, accurate deliveries through enhanced route planning, reduced delays, and increased visibility of parcels reaching local delivery offices.

> "Creating a fluid, interconnected ecosystem requires an understanding of your customer experience. Then you can work back and decide what technology can help you do this – with full control and convenience for your customer in mind. The network of the future is technology-driven. Postal authorities must work out how to switch delivery to be customer-driven, this comes down to understanding your customer needs, using AI to help you understand the past, and then applying it to the future."
>
> **Bob Black** – TMX Transform



3. Predict

Many organizations approach automation backward – starting with technology rather than purpose. Any solution needs to answer these questions:

1. What problems are you solving?
2. What function does this node serve in your network?
3. What customer promise are you trying to fulfill?

> "If you're a business that's always used manual labor, suddenly shifting to a fully automated operation is a fundamental change – and many organizations aren't ready for that leap, even when they have the support to invest. The real question is not 'why don't we have robots?' but 'what problem are we actually trying to solve?' For example, introducing automation might not save you money, but it might put you back in the game for enhanced e-commerce and to fulfill customer demand."
>
> **Tom Fitz-Walter** – TMX Transform

When done right, automation and artificial intelligence can accelerate postal and parcel operations, enabling better customer experience and operational longevity.

The business case for automation

Reinvention is underway. Labor shortages and rising costs have fast-tracked automation, with robotic sorting and autonomous deliveries becoming more appealing. But transformation also unlocks growth, efficiency, and competitive edge.

"Automation comes in many forms and can be deployed at varying degrees. For example, bulk movements and point-to-point transfers of product can be fully automated using Automated Guided Vehicle's, Autonomous Mobile Robots, monorails or simple conveyors, eliminating the need for low-value manual effort. Alternatively, deployment of supporting automation can help to better enable human operators and boost efficiency. Take put-to-light systems – where a location lights up to show where to place an item – this removes the need to read labels or handheld devices and can significantly cut down task cycle times."

Max Reynolds – TMX Transform

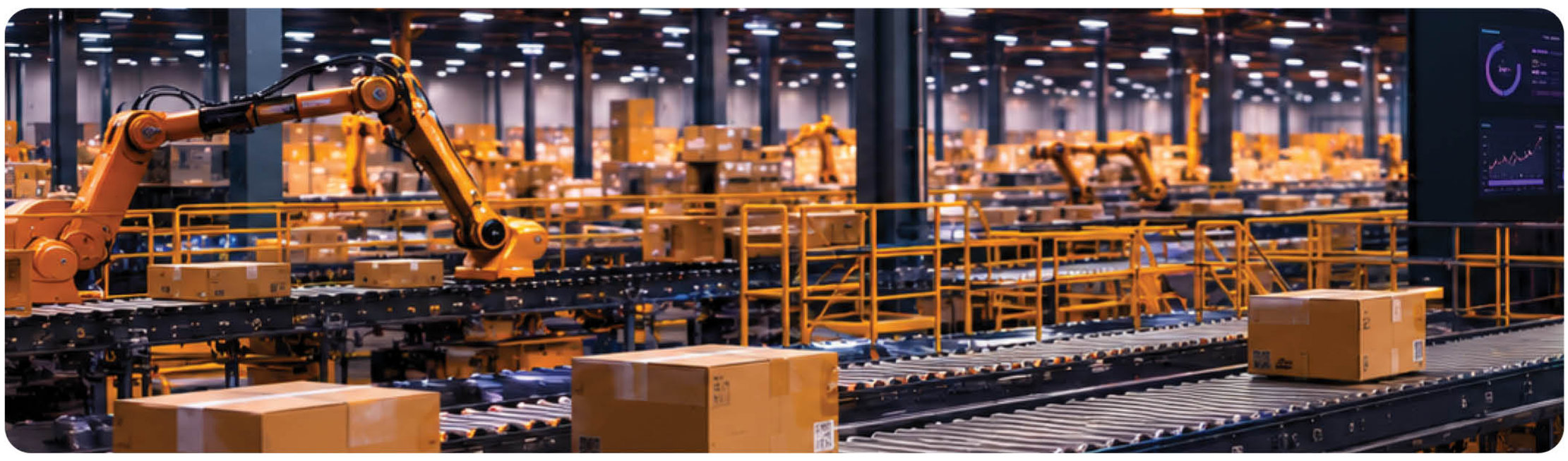
These gains in efficiency enable reinvestment in other areas.

"Greater efficiency gives you the opportunity to invest in the core parts of your business that you want to grow.

Additionally, customer expectations have changed, as has their willingness to pay for better services. Meeting those expectations requires more agile, intelligent systems.

While consumer expectations keep rising, we're also seeing a greater willingness to pay for premium service. Giving customers the option to choose a delivery window, rather than simply pushing for speed, can help to avoid failed deliveries. But that flexibility relies on the ability to hold or buffer items until they're ready to go."

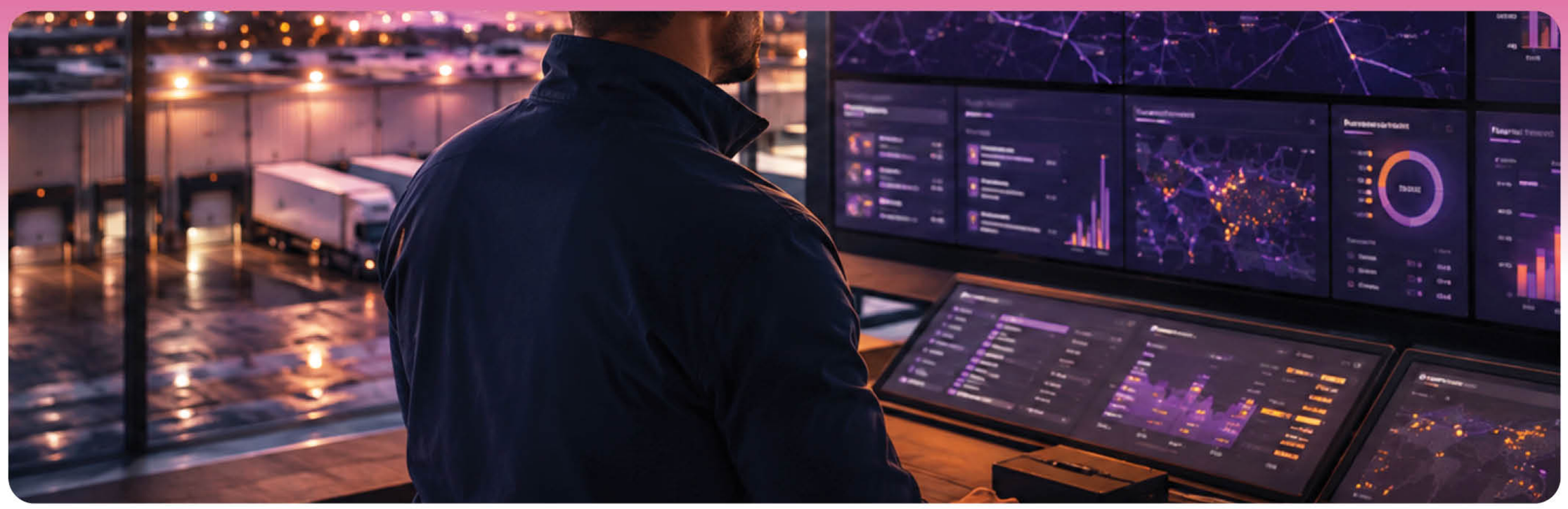
Bob Black – TMX Transform



"It's why we're now seeing automation, traditionally used in warehouses and distribution centers, being deployed in last-mile environments. This tech doesn't just enable timed deliveries, it also improves delivery sequencing, so vans can be loaded in the exact order parcels need to be delivered.

Finally, workforce planning is undergoing major transformation. Traditional models are reactive and often inaccurate, but predictive analytics are rewriting that playbook. Workforce planning has long been a guessing game, hiring seasonal employees only to find you need twenty more or half as many the next week. But with real-time demand forecasting and predictive analytics, businesses can dynamically adjust staffing to match actual needs, eliminating waste. In some cases, automation can provide opportunities to gain labor efficiencies of greater than fifty percent when implementing a well-considered and fit-for-purpose solution, while also reducing manual handling risk and increasing operational resilience".

Max Reynolds – TMX Transform



From prediction to precision: How AI reshapes operations

While postal services have improved their data capabilities, many still rely on traditional forecasting methods that project from historical trends or revenue targets. AI-driven analytics can revolutionize this by processing entire customer databases, identifying sector-specific growth trends, predicting market shifts, and enabling real-time adjustments – transforming postal forecasting into a dynamic, data-driven advantage.

> “AI isn’t specific to just one part of the supply chain. It needs to integrate across the entire process from manufacturers and their suppliers through to final delivery,”
>
> **Bob Black** – TMX Transform

From theory to practice:

While AI’s potential is clear, implementation remains in its early stages. Companies on the front foot are pioneering integrated lifecycle approaches that can reduce supply chain cycles by hundreds of days, enable high demand prediction, and transform inventory and transport management.

Who is leading the charge in AI investment?

Amazon continues to set the pace in AI investment, committing over USD$100 billion in capital expenditure in 2025, focusing on AI-driven logistics, robotics, and automation. Recent guidance suggests this could scale significantly further, with an expected USD$200 billion by the end of 2026, underscoring the accelerated global race to build AI capability at scale.

Since acquiring Kiva Systems for USD$775 million in 2012, Amazon has integrated robotics into its fulfillment centers, cutting USD$1.6 billion in logistics costs and reducing CO_2 emissions by one million tons.

Across the broader logistics sector, investment is becoming more targeted and use-case driven. DHL Express (Asia Pacific), for example, has deployed AI-powered sorting through DHLBot, capable of processing over 1,000 parcels per hour at 99% accuracy, improving operational efficiency by up to 40%. This aligns with Deutsche Post DHL Group’s ongoing multibillion-euro investment in automation, robotics, and advanced analytics.

Meanwhile, regional operators are scaling AI in more focused applications. Evri (UK) is leveraging machine learning to analyse delivery data, verify parcel placement, and detect fraud through its ParcelVision platform, while PostNord (Sweden) has successfully piloted AI-enabled robotic sorting – doubling processing speed for small parcels and now exploring network-wide deployment.

These examples show the global shift toward AI-powered postal and logistics operations, with major industry players investing in automation, real-time data analysis, and machine learning to drive speed, accuracy, and cost efficiency in an increasingly e-commerce-driven world.

The simulation advantage: Predict, adapt, deliver

In the postal industry, a matter of minutes is the difference between meeting delivery promises or losing customer trust. Simulation technology is an industry game-changer, allowing postal networks to test, refine, and perfect operations before making real-world changes.

From guesswork to precision

With simulation, postal services can model and optimize their entire network without disrupting live operations. Imagine gearing up for peak season:

Create a virtual replica of the entire network;

Test different staffing, routing, and resource strategies;

Pinpoint bottlenecks before they cause delays;

Optimize solutions before real-world implementation;

Adjust in real-time during execution.

> "If you took the whole end-to-end supply chain and asked, 'what would a perfect transaction look like?' simulation is the tool to find the answer, then figure out how to implement it,"
>
> **Bob Black** – TMX Transform

Simulation informs decisions by documenting processes, exploring scenarios, mitigating costly risks, and enhancing performance. The objective is to define system limits, identify key levers and sensitivities, test dependencies, and assess risks. This delivers a flexible, modular, and scalable solution.

TMX clients across varied industries have benefited from simulation, unlocking powerful insights. Simulations have visualized end-to-end network flows, assessed the impacts of supply chain changes in a digital environment, and identified capacity constraints. Models have also informed sequenced initiatives to improve operational efficiency, tested vendor capability against complex requirements, and in some cases, demonstrated solution infeasibility due to operational gaps. Some outcomes have predicted multi-million-dollar savings in annual operating costs and increased long-term profitability.

From static to dynamic: The future of postal systems

Modern postal operations demand fluid, intelligent systems that can:

Process multiple scenarios **simultaneously;**

Adapt to **real-time** demand shifts;

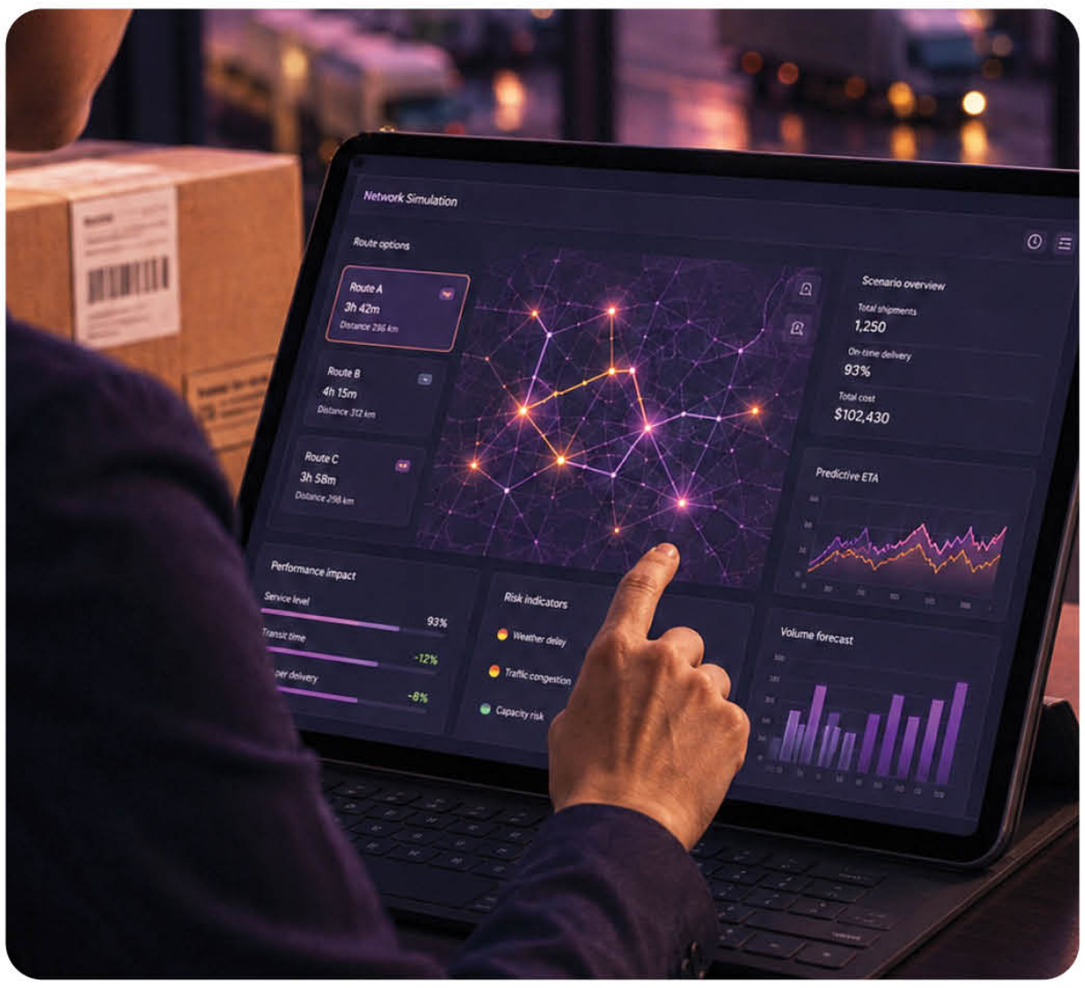
Enable **predictive** planning and proactive decision-making;

Power **instant** operational adjustments;

Connect **seamlessly** across the supply chain.

The future is self-adjusting logistics. Demand change triggers instant updates across transport, warehousing, and labor management, creating a ripple effect that keeps the entire supply chain in sync, minute-by-minute.

Simulation isn't just an upgrade – it's the key to postal networks that think, adapt, and deliver faster than ever before.



4. Connect

The next competitive advantage isn't moving parcels. It's orchestrating customer trust.

The postal industry has spent the past decade transforming itself around the growth of e-commerce. The next decade will demand something even more profound - commerce itself is becoming intelligent.

Consumers no longer compare postal operators with one another - they compare every delivery experience with the best experience they have ever received. Whether buying from Amazon, a marketplace, a local retailer or a global brand, expectations are increasingly defined by certainty, visibility, flexibility and control.

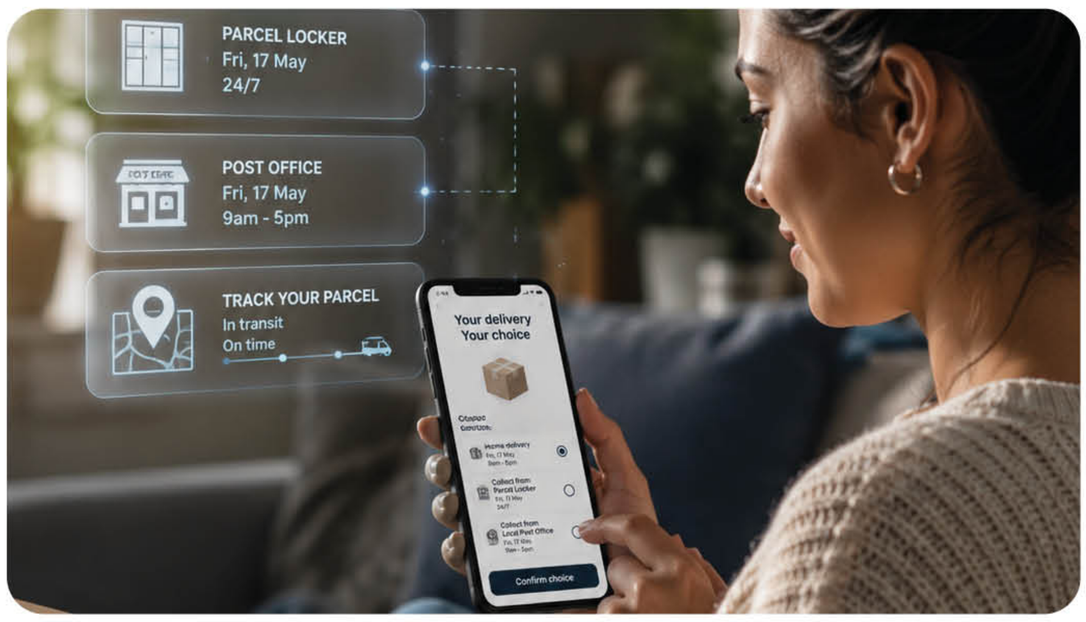
At the same time, artificial intelligence is fundamentally changing how purchasing decisions are made. Increasingly, customers will not search multiple websites or manually compare delivery options. Instead, trusted AI assistants and autonomous AI agents will evaluate retailers, compare delivery performance, optimize costs, manage returns, and increasingly purchase on behalf of customers.

For postal authorities, this changes everything.

Success will no longer be measured simply by moving parcels efficiently. Increasingly, delivery performance will become a competitive data asset that influences how retailers, digital platforms, and AI agents select fulfilment partners.

Tomorrow's customer may not be a person.

It may be an algorithm acting on behalf of one.



> "For centuries, postal organizations have served people. Increasingly they will also serve intelligent AI agents acting on behalf of people. Those agents won't choose delivery partners based on brand recognition, they'll choose them based on reliability, certainty, transparency, and trust. Every successful delivery becomes part of your competitive advantage. Every failed delivery becomes part of your digital reputation."
>
> **Christine Corbett** – TMX Transform

The customer is becoming the network designer

Historically, postal organizations designed networks around operational efficiency.

Customers adapted.

Today that relationship has reversed.

Customers increasingly expect to choose:

- where deliveries arrive
- when they arrive
- how they arrive
- whether they are collected or delivered
- how returns are completed
- which delivery option best balances cost, speed and sustainability

Tomorrow's networks will no longer simply optimize parcels.

They will optimize customer choice.

Leading postal organizations are moving beyond fixed operating models towards dynamic, customer-driven fulfilment ecosystems capable of adapting in real time as customer preferences change.

This represents one of the biggest structural shifts facing the postal industry.

"Customers don't buy logistics. They buy confidence. Confidence that their parcel will arrive when promised. Confidence they can change delivery if their plans change. Confidence that if something goes wrong it will be resolved quickly. Reducing uncertainty is becoming one of the greatest competitive advantages in modern commerce."

Christine Corbett – TMX Transform

"The business decides how to send it. The customer decides how they want to receive it. Those are two different jobs, and most of the industry is still only doing one of them well."

Bob Black – TMX Transform

Delivery is becoming a digital product

The delivery experience no longer begins when the parcel arrives.

It begins the moment the customer reaches checkout.

Increasingly customers are purchasing certainty rather than transport.

The most successful retailers now differentiate through:

- real-time visibility
- proactive communication
- flexible delivery windows
- frictionless returns
- delivery personalization
- sustainability choices
- simple digital experiences

The physical parcel has become only one component of the overall customer journey.

The digital experience surrounding that parcel increasingly determines customer satisfaction, retailer loyalty, and long-term growth.

Postal operators therefore need to think beyond logistics and recognize that every delivery contributes directly to the retailer's customer experience.

"Postal providers are no longer simply logistics partners. They are custodians of the retailer's customer promise. Every delivery either strengthens or weakens customer trust. That responsibility makes postal organizations one of the most important brand ambassadors in the entire commerce ecosystem."

Christine Corbett – TMX Transform

Agentic AI will redefine fulfilment

Artificial intelligence has already begun transforming forecasting, routing and operational planning.

The next wave is Agentic AI.

Rather than simply answering questions, AI agents will increasingly execute tasks autonomously.

Customers will increasingly ask an AI assistant to:

"Order my groceries."

"Replace my printer ink."

"Return these shoes."

"Find the fastest delivery available before Friday."

The AI agent will compare retailers, inventory, delivery promises, sustainability credentials, historical performance, and total cost before making purchasing decisions.

Returns will increasingly become autonomous, with AI agents arranging collections, selecting parcel lockers, processing digital labels, and initiating refunds with minimal customer intervention.

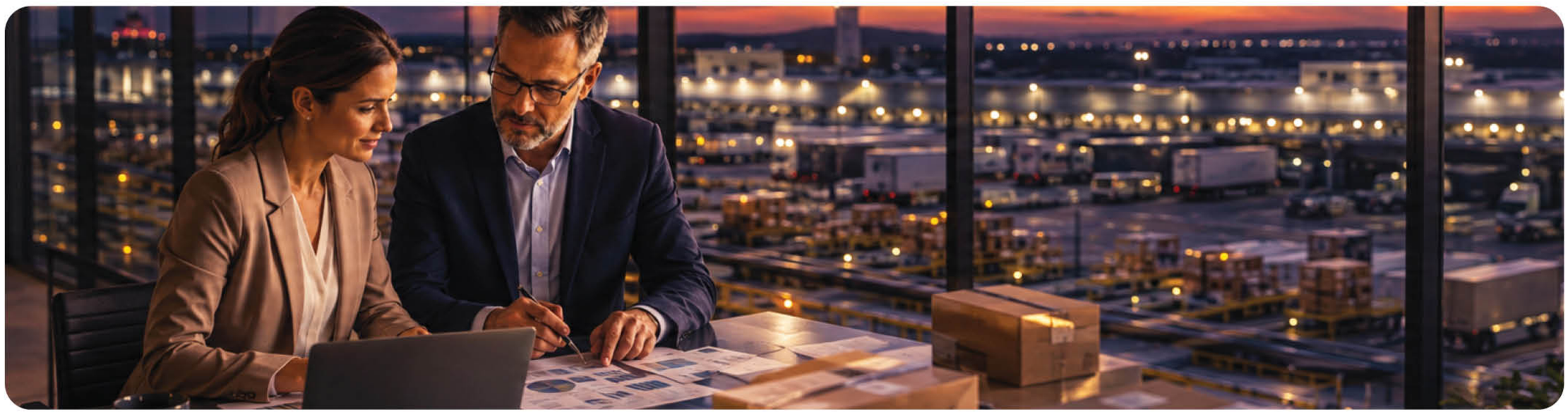
Postal operators therefore need more than operational excellence.

They require digital capabilities that allow AI-driven commerce platforms to integrate seamlessly with fulfilment networks through trusted data, APIs, and real-time operational intelligence.

The future competitive battleground will increasingly be machine-to-machine.

"In the future, postal organizations won't simply compete for customer preference - they'll compete for algorithmic preference. AI agents will increasingly recommend delivery providers based on certainty, resilience, sustainability, and historical performance. Operational excellence becomes digitally visible."

Christine Corbett – TMX Transform



5. Lead

From carrier to strategic commerce partner

Retailers are increasingly looking beyond transport.

They need partners capable of improving the entire fulfilment ecosystem.

That includes:

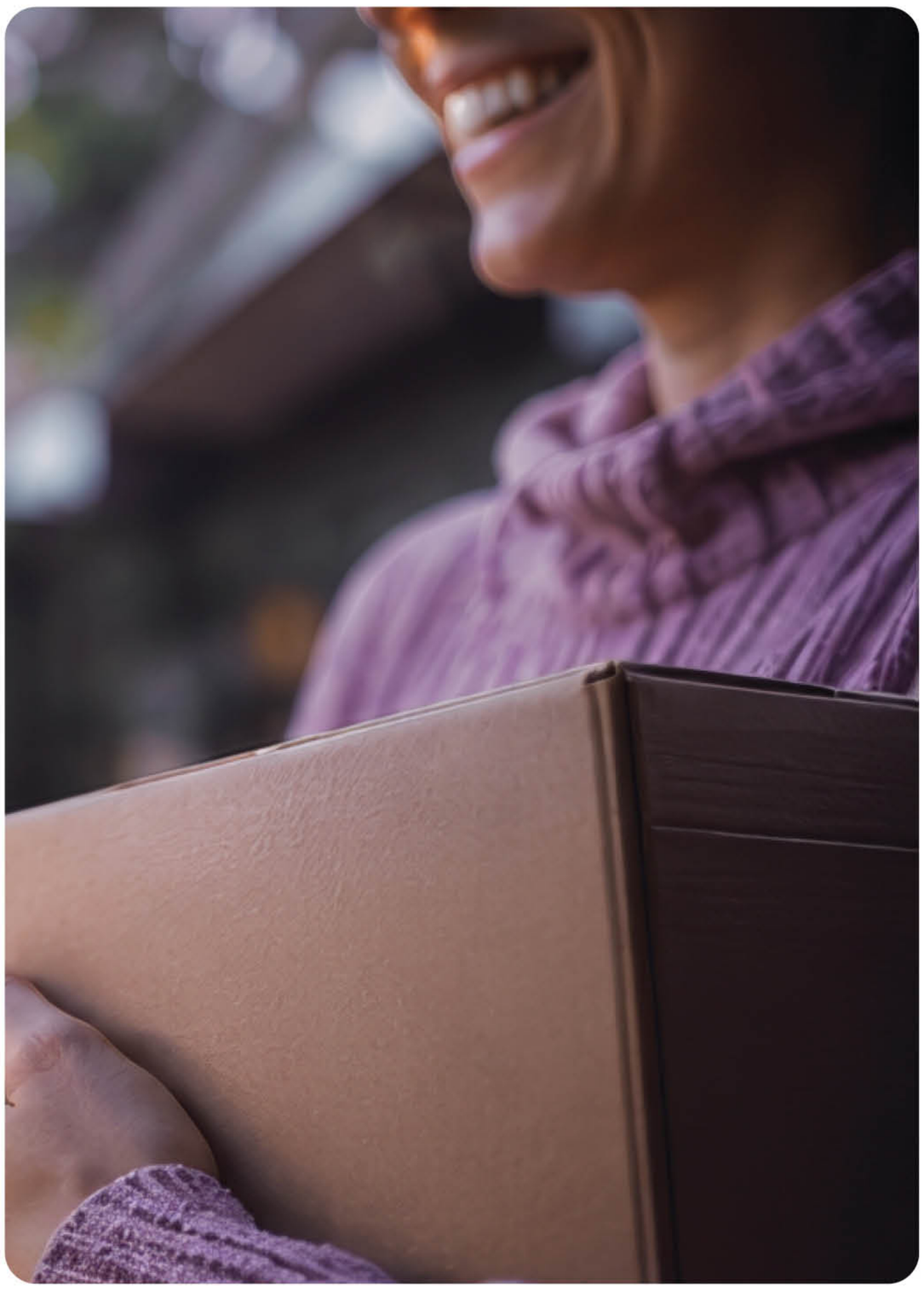
- predictive demand insights
- inventory visibility
- network optimization
- returns intelligence
- customer analytics
- fulfilment simulation
- AI-enabled planning
- resilience across the end-to-end supply chain

Postal authorities have a unique opportunity to become strategic partners that help retailers improve profitability, customer loyalty and operational performance rather than simply delivering parcels.

Those that combine intelligent supply chains with customer insight and AI-enabled decision making will become indispensable partners in the next generation of global commerce.

"The most valuable postal organizations won't be measured by how many parcels they move. They'll be measured by how much value they create across the retailer's entire customer ecosystem. The winners will be those that combine operational excellence with customer intelligence and trusted partnerships."

Christine Corbett – TMX Transform



The time to lead is now

Postal transformation is not a future ambition; it is today's competitive advantage.

In a sector redefined by surging e-commerce demand, AI breakthroughs, and the rise of customer-controlled delivery, the supply chain is the ultimate lever for growth, relevance, and resilience.

Postal authorities are uniquely positioned to own this space. With significant reach across businesses and households, and the scale to drive systemic change, the opportunity is theirs to take. Unlocking this transformation requires more than automation – it demands customer-centric network design, enabled by real-time intelligence and dynamic decision-making. That means using AI and simulation to shape the future.

Those already implementing intelligent supply chains are cutting lead times by hundreds of days, increasing fulfilment speed, and shifting from reactive to predictive operations. This is the moment to harness the full power of the Intelligent Supply Chain - to connect, to deliver, and to lead. Because the real question is not if the industry will transform - it's who will lead it.

"This industry isn't full of people getting it wrong. It's full of people who could be getting a lot more right. That's the opportunity – not fixing failure but closing the gap between good and exceptional."

The future of postal will not be determined by who owns the largest network. It will be determined by who builds the smartest supply chain."

Bob Black – TMX Transform

TMX's role as a transformation partner

"We use best-in-class route optimization and simulation tools to help postal organizations achieve better delivery and collection density. It's about making the automation work for you, not the other way around. First determine what type of business you're going to be, then select the technology to suit that vision."

Max Reynolds – TMX Transform

At TMX Transform, we don't just consult on supply chains – we've been in your shoes. Our global team of over 200 experts brings hands-on experience across varying industries and disciplines. This diversity of backgrounds enhances our capabilities, broadens our perspective, and sharpens our ability to deliver truly transformative results.

We combine deep industry insight with proprietary tools, such as advanced simulation models, 3D visualization through the TMX Metaverse, and our extensive TMX Database, allowing us to design and implement supply chains that are smarter, faster, and built for tomorrow.

From strategy to execution, TMX is your end-to-end partner in unlocking efficiency, resilience, and competitive edge through the power of the intelligent supply chain.