



“e-Fulfilment Best Practices”

e-Thematic Seminar, to be held in conjunction with the Baltic IT& T 2005 Conference
Radisson SAS Daugava Hotel – Riga, Latvia, 7 April 2005
ATTENDANCE IS FREE!

The **objective** of this seminar is to present the results of the e-Thematic project and to learn from industry leaders about their e-Fulfilment processes (configurations, integration of software on other running applications, websites, etc.). The Seminar is a perfect opportunity to:

- Network – meet other experts from European companies and organisations within the field of e-Logistics and e-Fulfilment
- Learn – about market developments and best practices in the area of e-Fulfilment
- Exchange – information related to your business and development activities

e-Fulfilment

The area of e-Fulfilment includes the following logistics activities: customer service, order processing, finished goods inventory management, outbound transportation and sales forecasting. In short, e-Fulfilment relates to all the demand-linked logistics activities and, as such, is an important component of supply chain management. While applications for all the operational activities of logistics are already well developed, the potential of e-Fulfilment applications has not been exploited. E-Fulfilment has the largest gap between user expectations and market offer when compared to other logistics activities. Outbound transport scores especially, are very low. A new range of innovative and user centred applications must to be developed.

e-Fulfilment facilitates the integration of innovative applications and e-services with private and public information infrastructures, thus providing enterprises with a sound basis to achieve higher levels of integration, efficiency and cost-effectiveness. The reason for this integration is that the movement of materials and end products is not executed by single divisional functions, but increasingly, through a single and seamless cross-company process. The goal is to provide timely and adequate information with a view to facilitating management of inventories and deliveries and, thus, lowering overall costs and increasing customers' satisfaction.

The e-Thematic Project: a thematic network in e-fulfilment

A European Commission-supported project funded by the Information Society Directorate General

Companies are becoming increasingly aware that e-fulfilment is a crucial part of their supply chain. However, e-Fulfilment is a new area still requiring substantial research efforts. The e-Thematic project therefore aims to determine missing research strands. The long-term goal of the project is to improve supply chain management, increase the competitive position of the European industry and to support the development towards sustainable mobility.

For more information about the e-Thematic project, please visit www.e-thematic.org

REGISTER NOW FOR THIS FREE SEMINAR!

Although the Seminar is free-of-charge, please note that due to space restrictions, attendance will be limited. Therefore, please return the reverse registration form no later than Thursday, 31 March 2005.

Attendees will also have access to the Baltic IT&T Forum Plenary to be held at 11:30 a.m. on 7 April, 2005 at the Radisson SAS Daugava Hotel.





e-Thematic Seminar, Riga, 7 April 2005 ***Programme and Registration form***

*Please fax this form back before Thursday, 31 March or confirm by e-mail to:
Ms. Kelly Merinas k.merinas@mail.ertico.com; Fax +32 (0)2 400 0701*

Seminar Programme

13:30 Registration

14:00 Opening and Welcome

Mr. Karel Vanroye, Buck Consultants
International, e-Thematic Project Coordinator

14:30 Presentation of the e-Thematic Results

Mr. Patrick Haex, Buck Consultants International

15:05 Coffee Break

15:30 Case Study 1: Alasian.Com

Mr. Ewoud Colenbrander

16:00 Case Study 2: DHL or Land's End

To be confirmed

16:30 Discussion and seminar conclusions

17:00 End of Seminar

Mr/Mrs/Ms

First Name

Family Name

Company

Job Title

Address

Postcode

City

Country

Phone

Fax

E-mail

Seminar venue

RADISSON SAS DAUGAVA HOTEL

24 Kugu Street
Riga, LV-1048, Latvia

Tel.: +371 706 1162

Fax.: +371 706 1101

www.riga.radissonsas.com

Information on hotel accommodations and meal arrangements will be sent to you once we receive confirmation of your attendance.

The official language at the seminar is English.

For more information please contact:

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