

Press Release

**SCG Logistics Incorporates Technologies and Becomes Digital Driven Logistics,
Offering Fulfillment Service, One Stop Logistics Solution
to Boost SMEs Amid E-commerce Boom**

5 March 2010 – BANGKOK: SCG Logistics has transformed its business process into Digital Driven Logistics with digital technologies such as Object Recognition, Robotic Process Automation (RPA) and Chatbot to better accommodate customer needs. SCG Logistics is ready to expand services to ASEAN countries and China and targets to increase 2019 revenue by 12% to 22,000 MB. SCG Logistics aims to become the One Stop Logistics Solution for small and medium-sized enterprises (SMEs) with the service “Fulfillment by SCG Logistics” that comprehensively helps handle storing, packing, shipping items of all sizes. Find out more about our services at: www.scglogistics.co.th.

Mr. Paitoon Jiranantararat, Managing Director of SCG Logistics Management, said, “Logistics market has been growing rapidly driven by many contributory factors including economic expansion from the government's infrastructure projects, consistent export growth and e-commerce boom that attracts new entrants into the market, resulting in intense competition. SCG Logistics has achieved an average growth rate of 5.5% per annum over the past 5 years.

From those factors, SCG Logistics, a leading logistics company with end-to-end service, is ready to move the business into Digital Driven Logistics by incorporating technologies and advanced digital platforms such as Object Recognition, Robotic Process Automation (RPA), Chat Bot to support the services throughout the supply chain. The shift to technological and digital platforms will increase performance efficiency of the entire process and better satisfy the customer needs with increased speed, accuracy, and safety. The system also enables efficient cost management and supports customer services for customers both internally and outside SCG in Thailand, ASEAN countries and China. SCG Logistics targets to reach the revenue of 22,000 MB in 2019 or 12% growth.

The digital technologies that SCG Logistics implemented to augment competitiveness and services throughout the supply chain are **Robotic Process Automation (RPA)** to provide a fast and accurate management system 24 hours a day; **Object Recognition** to detect vehicle number for precise data collection and verification of delivery vehicles; **Route Optimization** to calculate the fastest route with real-time status tracking; and **Chatbot** to interact with users via smartphone. The platforms are presented to ensure greater convenience and confidence in accurate and timely product delivery.

In addition, as the value of e-commerce has grown up to 3.2 trillion baht coupled with changing consumer behaviors, it drives a surge in demand for one stop logistics solution among small and medium-sized enterprises (SMEs) in the digital era. SCG Logistics is striving to fulfill the needs, so it introduced the **One Stop Logistics Solution** service “Fulfillment by SCG Logistics” that enables

online sellers to scale up their business by providing storage , packing and delivery services for items of all sizes ranging from small packages, e.g. cosmetic products to large items, e.g. electronic appliance or furniture. Furthermore, it also offered Value Added Services that can satisfy unique consumer needs which include customization services such as adding card or gift wrapping prior the delivery , White Glove service for shipping and installing delicate or high-value product that requires special care such as electronic appliance or furniture, Reverse Logistics service for handling product returns and repairs and Data Analytics to provide valuable insights of consumer behaviors to help further business more effectively. Customers can track storing inventory and item status via an online platform.”

For those who want to learn more about SCG Logistics services, please go to the website: www.scglogistics.co.th or contact 02-586-6777 or visit Facebook page [scglogistics](#) or LINE : @SCGLFULFILLMENT

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