

## Robots are undertaking the sorting process at Hellenic Post

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Hellenic Post is inaugurating a new era with a state-of-the-art robotic and fully digital sorting installation that has come on line at the Group's facilities in Kryoneri. The system - the first of its kind in Europe - uses artificial intelligence (AI) technology to handle postal items with ultra-high speed and safety, while at the same time reflecting the Group's practical commitment to investment in digital transformation.

The new system, which came on-line in mid-August, was developed to be a game-changer for the Hellenic Post Group, dramatically improving capacity and speed in sorting, and, as a result, in deliveries. It also ensures greater safety for postal items and faster service for customers.

Hellenic Post's new investment focuses on sorting, one of the most crucial links in the postal services chain. Until now, the job has been done by hand or has been semi-mechanised, but this was time-consuming and prone to error, resulting in delayed deliveries. By adding robots to the sorting process, Hellenic Post is using technology to distribute every parcel quickly, immediately, and error-free, even paving the way for future same-day deliveries.

By utilising the capabilities of Artificial Intelligence, the new robotic sorting system:

- Increases sorting speeds by 250%
- Ensures next-day delivery (D+1)
- Can handle approximately 80% of total

deliveries

- Provides automatic weight calculation and pricing of items

- Reduces errors and better protects postal items

- Offers sorting procedures in a Covid-free environment.

The new robotic facility is a tool for our sorting staff, allowing the Hellenic Post Group to utilise its human resources more effectively and also to move decisively towards implementing its strategic objective of completely upgrading how it serves the public.

At the same time, installing the robotic sorting system is a practical reflection of Hellenic Post's digital shift, representing a huge technological leap and leading the group into the future, while laying the foundations for increased profitability and transforming Hellenic Post into a healthy, financially independent and competitive business that continues to operate in the service of citizens.

Source: [Hellenic Post](#)