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Nota di contenuto	<p>""Title Page""; ""Editors and Contributors""; ""Foreword""; ""Preface""; ""Contents""; ""Introduction: Postal Services in the Digital Age""; ""Section I. The Digital Dimensions""; ""Character of Substitution and Its Significance for Letter Demand: The Finnish Case""; ""The Journey of Postal Operators into Digital Services Using the Concept of Business Models""; ""How to Become a Best-Run Postal Service Organization""; ""The Digital Postal Network at the Heart of Service Innovation""; ""Section II. The e-Commerce Challenge""</p> <p>""Postal Organisations in the Face of eCommerce: Part of the Steamroller or Part of the Road?""""Postal Service Innovation: New Value Propositions to Enable International e-Commerce""; ""The New and Shifting Paradigm, e-Commerce and Its Future Impact""; ""Section III. Partnering with Governments""; ""Swiss Post and Public Administration: From Physical to Digital""; ""Postal Operators as Viable e-Government Partners: A Case Study of Three Major Postal Operators""; ""Section IV. Thinking Ahead""; ""Evolved: The New Systems of the World""</p> <p>""Intellectual Property Rights and the Future of Universal Service Obligations in Communications""""Connectors and Solution Providers - Postal Services in the Digital Age""; ""Subject Index""; ""Author Index""</p>
Sommario/riassunto	In recent years, the postal sector has undergone radical changes, which have primarily been driven by operational and technological developments. Not only has the advent of Information and Communication Technology (ICT) added competition to the market, but

it has also provided ample opportunity for the broadening and improvement of services and product range. This book deals with the challenges faced by the postal sector in the digital age, and with the vast opportunities that technological advancements offer postal operators with regard to developing new business solutions and services tailored

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