



2425

inhabited areas
of delivery

9000

vehicles

279

subdivisions
across Russia

70 countries
of destination

Russia and other countries of EEMA,
Asia, Europe and America

2001

year of foundation

4,1 mil

of clients

209

cities of presence

769 000 m²

of storage areas



LTL

Less than truckload
shipping

- A method of road freight transportation when different cargoes are moved by common transport
- Across all Russia as well as Belarus, Kazakhstan, Kirghizstan, Armenia and 14 Asian countries, 40 European states, North and South America
- Transportation of cargoes weighing up to 20 tons
- 24 hour-a-day contact center

"Delovye Linii" is a member of the International Air Transport Association (IATA) that allows to collaborate with 300 airlines directly and transport cargoes at special tariffs

FTL

Full truckload shipping
that utilizes an entire
specially provided truck

- The way of road transportation when a vehicle is loaded with a cargo of a single client
- Average age of vehicle fleet (euro trucks, low-tonnage vehicles) is 3 years
- There are about 9 thousand vehicles in a fleet
- Well-developed network of proper certified service stations
- Mobile teams who support drivers on their way
- 30 motorcades in 27 towns across Russia
- Driver training and professional development units

3PL

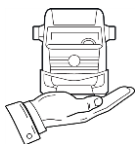
Third-Party Logistics,
Complex Logistics

- Modern class A logistics terminals for storage
- 18 3PL-warehouses in 12 Russian towns
- Around 88 000 square meters of 3PL facilities
- Rapid deployment of warehousing services in all the towns of presence
- Unique system development according to the needs of a client
- 24-hour-a-day work according to customer's KPI

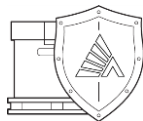
Role in the development of transport and logistics industry

- Leader in digitalisation level; entered the TOP-3 in terms of delivery speed (RBC, “Russian freight auto transportation market 2023” study)
- TOP place (over 26% of market share) in LTL segment (according to Infranews)
- Three times won the “Trucks and roads” national award in the field of truck transport
- Three times recognized as a "Reliable cargo Carrier of Russia" (2022, 2023, 2024) according to the rating of the National Union of Experts in the Field of Transport and Logistics (SEL) with the support of the Ministry of Transport of the Russian Federation
- "Delovye Linii" is included in the list of strategic organizations of Russia (according to the Ministry of Transport of the Russian Federation)
- Member of Russian Road Transport Union, Intersectoral Expert Council on Road and Road Freight Industry Development, "Autodata" consortium
- Member of working groups at the Government Offices of the Russian Federation, the Ministry of Transport and Federal Tax Service on key issues devoted to the development of the industry.
- Presents an industry opinion for leading Russian media outlets

Leader provides more than just a cargo delivery



Delivery safety



Cargo security



Optimal terms



Understandable route

Advantages

- Effective and safe cargo transportation
- Telemetry control of vehicle movement
- Transportation management system (TMS)
- Warehouse management system (WMS)
- Different ways of cargo tracking
- Development of special packaging for various types of cargo
- Cargo and delivery deadlines insurance

Reliable for clients, employees and country in general



- Punctuality record is 98,8%
- Rate of cargo security is 99,6%
- The same standards and service quality are maintained across all the subdivisions
- “Delovye Linii” is one of the three best employers in Russia according to Rabota.ru research (“Leadership rating”)
- Contact centre of “Delovye Linii” has been at the top of international industrial HR-rating “Alex Berg Contact Centre Consulting” for 2 years
- Recognised as “Employer of first choice” according to the survey of SuperJob

Leader in the field of digital industry development

Multi-platform approach

We create a unified digital eco-system providing flexible and effective business management

Processed management automation

We change processes on the fly. Unstoppable changing of business processes without impact on informational systems architecture allows us to adapt rapidly to new external conditions

Mathematical modelling

We use mathematical ways to meet complicated targets of company management, modelling different business scenarios and developing with the focus on precise digital rates

Robotization of routine services

We know how to use robotization so that it could free up resources of our employees to solve nontrivial problems and to make our service most convenient and modern

Artificial Intelligence

We use technologies basing on artificial intelligence to solve problems with big data and to develop our proper unique digital eco-system, starting new industrial trends

Influence of COVID-19 on development of technologies, services and facilities

For internal operations

- We automated 60% of all operations related to cargo delivery
- Our employees were switched to remote work without any loss in the interaction among departments
- We enhanced sanitary measures, in particular, vehicle disinfection
- All the key operations were adapted to the work in new conditions

For clients

- Increased possibilities to track delivery car movement on the map, analyse personal rating of cargo security and delivery deadlines as well as to check percentage of fulfilled order starting with the moment of creating an order up to cargo release
- Provided an option to make a video call to the personal manager from client's personal account and to change order data using client's mobile phone number only
- Reduced the prices on the transportation of medical supplies and industrial goods
- Launched the service of door to door delivery and contactless delivery around the city according to the timetable of the client
- Cancelled the mark-up on precise time delivery service and charge for cargo storage in the period of lockdown

Social responsibility

- Over 31 000 working places across Russia: vacancies for students, industrial internship programs in cooperation with leading universities, in-house mentorship programs, wide opportunities for professional training and career advancement, industrial competitions “Best in profession”
- 100% of the vehicle fleet has been converted to the Euro-5 standard, which has significantly reduced the volume of harmful emissions into the atmosphere
- The corporate group supports all the initiatives for separate waste collection: over the course of the project over 10 tons of plastic and more than 32 tons of paper were recycled, 560 trees were saved and the amount of waste on the planet was reduced by 34 tons
- Partner of the charitable Foundation for assistance to traffic accident victims
- Participates in promoting the culture of safe behaviour on the roads among children and adults
- Partner of charity organisations, such as RusFund, “Gift a Life” Foundation, AdVita, “Alesha”, “Hurry up to do good”
- Provides transportation support for socially significant projects (the “Gift a Child a Book” project of the Russian State Children’s Library)

Our partners



ИНГОССТРАХ

