



2111

Inhabited areas  
of delivery

4000

vehicles

240+

departments  
across Russia

66 countries  
of destination

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

2001

year of foundation

3,6 mil

of clients

190+

cities of presence

690 000 m<sup>2</sup>

of storage areas



# LTL

Less than truckload  
shipping

- The way of road cargo transportation when different cargoes are relocated by the means of general transport
- Across all Russia as well as Belarus, Kazakhstan, Kirghizstan, Armenia and 13 Asian countries, 40 European states, South and North America
- Transportation of cargoes weighing up to 20 tons
- 24 hour-a-day contact center

"Delovye Linii" is a member of international association of air transport IATA that allows to collaborate with 300 airlines directly and transport cargoes with special fares

# FTL

Full truck loaded  
transportation by  
a provided vehicle

- 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 more than 4 thousand vehicles in a fleet
- Well-developed network of proper certified service stations
- Mobile teams who support drivers on their way
- 26 autocades in 24 Russian towns
- Education and professional development departments

# 3PL

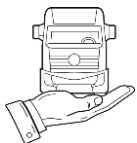
Third-Party Logistics,  
Complex Logistics

- Modern class A logistics terminals for storage
- 26 3PL-warehouses in 19 Russian towns
- Around 75 000 sq meters for 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

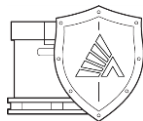
# Role in the development of transport and logistics industry

- Top place (over 26% of market share) in LTL segment (according to Infranews)
- Top place considering general storage area in Russian regions (according to Knight Frank, 2018 – 2021)
- Top place in delivery companies rating in Moscow ("RAEX-Analytics", 2020)
- Top place among transport and logistics Russian companies according to RBC rating
- Three times winner of a National award "Trucks and roads" the sphere of road freight transport
- The company was twice recognized as a "Reliable cargo Carrier of Russia" (2022 and 2023) 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 Russian Ministry of transport)
- 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 Russian Federation, Russian Ministry of Transport and Federal Tax Service on key issues devoted to the development of the industry.
- We provide the view of the whole industry for leading Russian media

# Leader provides more than just a cargo delivery



Delivery  
safety



Security  
of the cargo



Optimal  
terms



Understandable  
route

## Advantages

- Effective and safe cargo transportation
- Telecontrol system of vehicles' movement
- Transportation management system (TMS)
- Warehouse management system (WMS)
- Different ways of tracking the cargo
- Development of special packaging for various types of cargo
- Cargo and delivery time insurance

# Reliable for clients, employees and country in general



- Rate of cargo security is 99 %
- Punctuality record is 99,7%
- The same standards and service quality in all the departments
- “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 sphere of digital industry development

## **Multi-platformed 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

## **Robotisation of routine services**

We can use robotisation 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 made 60% of all operations connected to cargo delivery automated
- Our employees started working distantly without any loss considering departments' interaction
- We strengthened health measures, in particular, vehicles' disinfection
- All the key operations were adapted to the work in new conditions

## For clients

- We increased possibilities to track delivery car movement on the map, analyse personal rating of cargo security and delivery time as well as to check percentage of fulfilled order starting from the moment of creating an order up to cargo delivery
- 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 according to client's timetable and contactless delivery around the city
- Cancelled the mark-up on precise time delivery service and charge for cargo storage in the period of lockdown

# Social responsibility

- 24 500 working places across all Russia, including positions for students, programmes of production practice in collaboration with the leading universities of the country, intracompany programmes of mentorship, wide opportunities for professional education and career development, production competitions titled “The best in the profession”
- 100% of vehicle fleet works using the petrol of Euro-5 standard, which allowed to reduce the amount of harmful emissions into the air
- The group of companies supports all the initiatives devoted to garbage separation: due to our project we managed to recycle 1 tonty of plastic and 27 tons of paper, saved 470 trees and reduced garbage amount on the planet in general by 28 tons
- We are a partner of charity Assistance Fund that helps injured in car accidents
- We take part in the development of safe driving culture among children and adults
- We are a partner of charity organisations such as RusFund, “Give Life” Foundation, AdVita, “Alesha”, “Hurry up to do good”
- We provide transport support to socially significant projects, such as “Give a child a book” organised by Russian State Children’s Library

# Our partners



ИНГОССТРАХ



# Our clients



kari



ОБЪЕДИНЕННЫЕ КОНДИТЕРЫ



ПЕТРОВИЧ



CROSSWAY

