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# LogisticsTech **Talks**



Talk

Q&A





power your  
deliveries



build a custom  
transport marketplace



create digital  
customer journeys



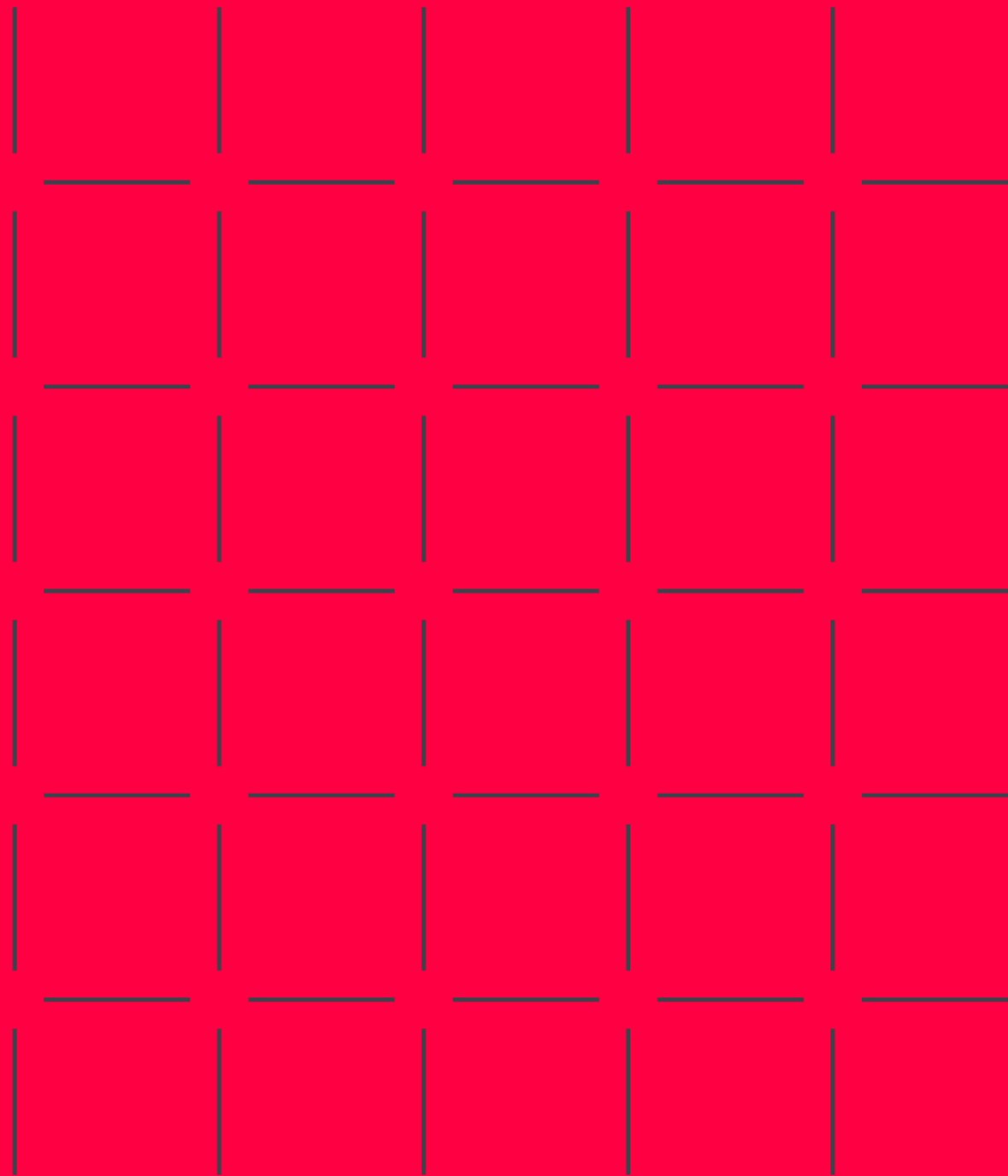
digitize and streamline  
logistics processes



Do more. With Orbit.

**Cito**

David





# Cito

## Transport On Demand



Ein Unternehmen der Volkswagen AG

The Transport-on-Demand market follows outdated principles and Cito will transform it.



## Customer problems

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- Strong fragmentation in the market
- High degree of intransperency for customers in price and quality
- Indirect participation of transport partners
- Almost no digitalization of processes

## Our solution

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- One central digital platform
- Full transparency about price and logistic providers
- Direct and free access for courier partners
- Fully automated product for customers and suppliers

# We are driven by three key principles, on the way to accomplish our mission



## Simplicity

- We eliminate the inefficiencies for customers and logistics partners
- From booking to billing, we fully leverage the potential of digitization
- Customers, logistics partners and the transport itself are in the focus of all our activities

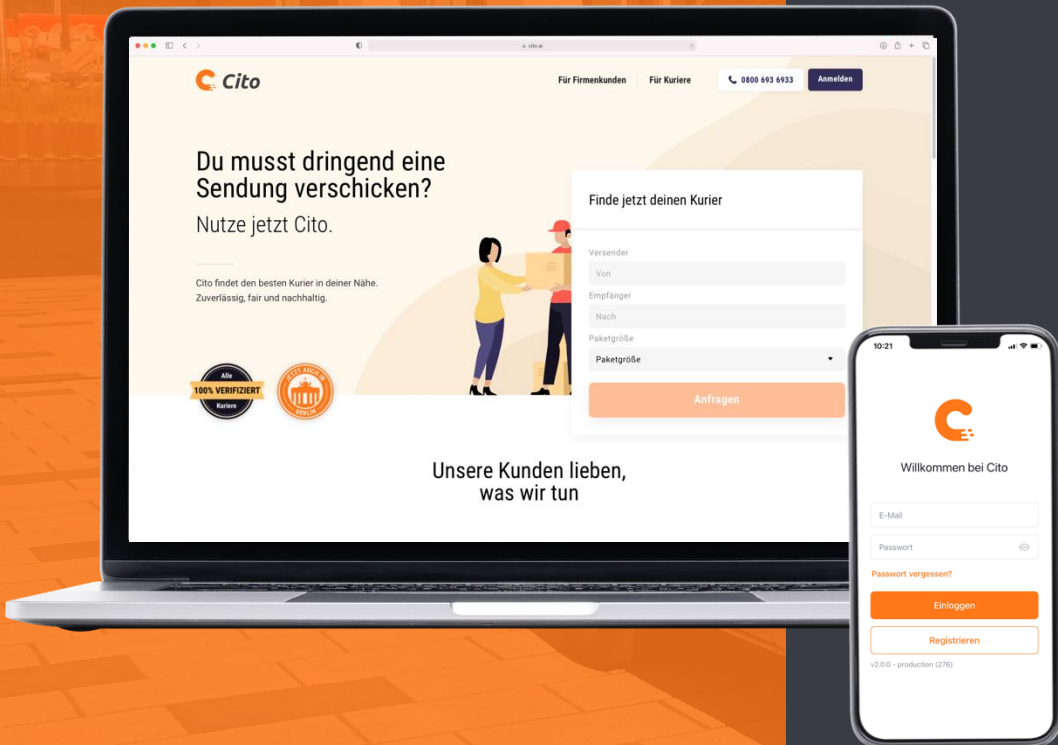
## Transparency

- We give transparency about the supply chain, from pick up to drop off
- We don't hide our transport partners - We support the direct contact to our customers
- We openly show the transport price to our customers and the costs to our transport partners

## Fairness

- We see the transport providers as our partners and treat them with appreciation
- We let our partners participate in the value creation and provide our platform for free
- We take the financial risk for our partners and pay them out regularly

# Cito is the customer friendly solution for the B2B Transport-on-Demand market



- Cito is the direct and trustworthy contractual partner for customers and transport partners
- Easy and fast courier ordering via online portal with integrated address book
- Maximum transparency during delivery through live tracking for sender and receiver
- All documents are stored safely and audit-proof
- Integrated dispatcher system allows multiple users at the same time
- Customer IT systems can be directly connected via API interface
- Advanced supplier dashboard to keep track of things easily



Cito focuses on three dimensions:  
Transparency, Simplicity and Fairness



We enable all market participants to  
participate sustainably in market success

# Cito as a 100% subsidiary of Volkswagen Commercial Vehicles and shapes the future of the transport market



- Cito was founded in March 2021 and is as part of VW Commercial Vehicles' Transport-as-a-Service strategy
- VW Commercial Vehicles with the leading role in the development of autonomous driving in the Volkswagen Group
- Vehicles and other services can be offered to transport partners via Cito
- From 2025, VW Commercial Vehicles plan commercial deployment of autonomous vehicles

Cito's innovative offering creates an optimal user experience, increases efficiency and offers first-class value for money



### Customer centric

Fast ordering process through simple, digital processes



### Trustfull

Transparent access to verified transport partners



### Free access

Free and direct access for customers and transport partners



### Digital

Low operational overhead due to automated transactions



### Connected

Software enables integration through standard interfaces



### Data driven

Process optimization through uniform data structure

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# Thank you!



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