International Post Corporation

DHL Express uncovers next wave of E-commerce growth

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- Whitepaper predicts online B2B increase of more than 70% by 2027 to US$ 20.9 trillion (2019: US$ 12.2 trillion)
- Covid-19 pandemic drives digital transformation and significantly accelerates B2C and B2B E-commerce growth
- DHL Express closed FY2020 with best result in its history (EBIT: €2.7bn, +34.9% yoy)

DHL Express released a new Whitepaper "The Ultimate B2B E-commerce Guide: Tradition is out. Digital is in". The study predicts strong growth for the B2B E-commerce market in the coming years: by 2025, 80% of all B2B sales interactions between suppliers and professional buyers will take place in digital channels. The impact of the Covid-19 pandemic on the pace of digitalisation and the purchasing behaviour of technology-savvy millennials, who are now of an age to be the professional B2B decision-makers, are the main drivers of this global E-commerce growth. What is predicted for the future of the B2B sector, has already been visible in the significant B2C E-commerce rise over the last years, where DHL Express experienced high growth rates particularly during the holiday peak seasons (e.g. Easter, Christmas) and mega shopping days (e.g. Black Friday, Cyber Monday). In total the B2C E-commerce volumes within the DHL Express network increased in 2020 by approximately 40%, compared to 2019.

Source: Deutsche Post DHL Group