Conference on

NEW ERA E-COMMERCE: THE FUTURE OF FULFILMENT

"E-Commerce 3.0: Infrastructure and Governance for Scalable Logistics Growth"
Friday, February 2026 | New Delhi, India

Concept Note

India's digital marketplace is entering its most transformative phase yet. With millions of consumers embracing online commerce, expectations around speed, accuracy, visibility, and convenience are redefining the rules of fulfilment. Today's customers want *instant gratification*: same-day delivery, error-free orders, frictionless returns, and real-time communication.

Behind this seamless front-end experience lies a complex and rapidly evolving backbone of technology, data ecosystems, logistics networks, and administrative governance. E-commerce players now face a new imperative—to build resilient, scalable, and intelligent fulfilment frameworks that can support exponential demand.

Government initiatives such as Digital India, ONDC, and progressive logistics and trade facilitation policies are accelerating this shift. They are expanding market access, reducing bottlenecks, and creating a more reliable foundation for digital trade. Simultaneously, retail models are undergoing a paradigm shift—from omnichannel experiences and direct-to-consumer disruptors to hybrid marketplaces—each demanding sharper supply chain orchestration and deeper collaboration across stakeholders.

This conference brings together policymakers, industry leaders, technology innovators, and logistics experts to decode what it will take for India to unlock E-Commerce 3.0. The deliberations will focus on building the next-generation fulfilment ecosystem powered by clean data, composable tech, modern logistics infrastructure, and agile governance.

SESSION 1: COMPOSABLE TECH & CLEAN DATA – THE NEW ENGINES OF ENTERPRISE GROWTH

As e-commerce operations scale, the limitations of monolithic platforms become increasingly visible. The future belongs to **composable architectures**—modular, flexible, and interoperable systems that can evolve quickly. But this shift succeeds only when powered by **clean, consistent, and intelligently structured data**. This session explores how enterprises can design the digital foundations required for reliable, real-time, and growth-ready fulfilment.

Key Themes

- The rise of modular technology platforms and how they unlock agility
- Enterprise-wide data hygiene: frameworks for accuracy, consistency, and interoperability
- Enhancing visibility across warehousing, fulfilment, transport, and last-mile operations

- Lessons from digital transformation journeys: integration pitfalls & success stories

SESSION 2: RETAIL INNOVATION & THE EVOLUTION OF E-COMMERCE MODELS

Today's consumer is redefining what modern retail must deliver—convenience, immediacy, hyper-personalisation, and flexibility. To stay competitive, retailers are reinventing their business models: Omnichannel formats that merge online and offline seamlessly, D2C brands that prioritize experience and loyalty and Marketplaces and hybrid ecosystems that expand reach. These innovations place new pressures on logistics—inventory positioning, last-mile speed, returns behaviour, and cost optimization.

Key Themes

- Retail models on the rise: what's winning and what's next
- How product movement, fulfilment strategies, and last-mile delivery must evolve
- Mastering the complexity of returns and reverse logistics
- Partner ecosystems: expanding markets through collaboration and shared capabilities

SESSION 3: THE FUTURE OF E-ADMINISTRATION IN COMMERCE & LOGISTICS

While India's digital commerce grows, traditional administrative processes often create friction. The next era demands e-administration frameworks that are faster, transparent, secure, and seamlessly integrated with business workflows. Digital identity, automated verifications, paperless documentation, and intelligent compliance systems are set to reshape trade efficiency. This session highlights how government and industry can co-create governance models that support agility and reduce operational drag.

Key Themes

- End-to-end digital approvals and streamlined government interactions
- Reducing compliance errors through automation and shared digital systems
- Balancing transparency with robust data security
- Collaborative pathways for regulatory modernization across the supply chain

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