

25/7

Case story

DHL Handles Much More Than Just Packages


Company:

DHL Express

Industry:

Logistics

Countries:

Sweden, Norway, Finland, Denmark

Applications:

Electronic company archives
Automatic document archiving
Output management for print, fax,
email, and text messaging

Business Application:

AxFreight

IT Platform:

IBM System i server located in the
USA

Objectives:

To save time and money when handling 50,000 documents daily while also improving customer service levels.

Special Factors:

DHL Express works in an industry that places high demands on reliability, and it was therefore important that the solution itself be reliable, and that it could be implemented without interfering with current operations.

Each day, the Swedish branch of the transportation and logistics company DHL produces no less than 50,000 bills, debtor lists, dispatch papers, and other documents. The possibility therefore arose of realizing very considerable savings by automating and rationalizing the way in which the company handled these documents.

“With the new electronic archive, we avoid the need to file paper copies of our documents. This way, we save a lot of time and a lot of money,” explains Mats Nyman, who is responsible for system development at DHL. And he emphasizes that implementing the system was almost problem-free, making the project even more profitable.



DHL

DHL is one of the world's largest providers of international express delivery services, air freight, overland transportation, ocean freight, and contract logistics.

The Swedish branch of this global carrier has approx. 3,600 employees and 30 terminals in Sweden.

The company is part of a global network with offices in more than 220 countries. Worldwide, the company has approx. 285,000 employees, more than 6,500 offices, 420 aircrafts, and more than 76,000 vehicles. Each year, DHL handles in excess of 1.5 billion dispatches worldwide.

www.dhl.com

The Perfect Package Solution

DHL handles many different types of dispatches for many different types of customers. There are therefore numerous different transportation documents that need to accompany every single dispatch, all the way to the addressee. To ensure reliable deliveries, it is vital that each DHL courier can manage both the dispatches and the accompanying transportation documents. With the new solution, DHL now has MultiArchive Output Manager, which means that route lists can now also be sent by fax or text message directly to drivers who have not yet been connected to DHL's electronic route system.

In the old system, all transportation documents were filled out on special, pre-printed forms, which then needed filing. With the transfer to the new solution from Multi-Support, it has become possible to complete all the necessary transportation documents directly on a computer screen. Simultaneously, a copy is filed in the company's electronic archive.

Flexible or Pre-printed

"This is far more flexible than our previous system, where we had to order new pre-printed sheets and forms every time there was a minor change somewhere. Today, such corrections and adjustments can be implemented in just a few minutes," says Mats Nyman.

By making the company's 12 million documents accessible in digital format, it will now obviously be far easier for our employees to locate and download individual documents. This will undoubtedly save us a lot of time on a daily basis.

About Multi-Support Group

Multi-Support has more than twenty years of experience in optimizing document centric business processes based on our concept for „intelligent document management“ (IDM). The objective is to make organizations more flexible, scalable, and efficient, and thereby save them valuable time and money. In short we are a provider of "time and money" – 24 hours a day, seven days a week – in fact so efficient you could say 25/7.

The IDM concept is now implemented by more than 3,000 organizations throughout the world in any line of business and any size of company. Multi-Support Group has own implementation organizations in Denmark, Finland, Germany, Norway, Sweden, Switzerland, and UK together with certified business partners throughout the world.

Multi-Support is IBM Advanced Business Partner.



"Even though an archive is a living dynamic entity, where new documents are always being added while others disappear, the transfer to the new system has been problem-free."

- Mats Nyman, head of system development at DHL

Moreover, the digital archive and the possibility of sending documents electronically has reduced the company's paper consumption markedly, which is a significant environmental benefit.

Huge Savings

According to Susanna Udvardi, CEO of Multi-Support Sweden, analyses have shown that companies can save EUR 15-100 per invoice by using an electronic invoice-handling solution, primarily thanks to time savings and rationalized work routines. By implementing systems for electronic document handling, the savings typically amount to EUR 15-80 per document.

"Normally, it takes up to two weeks to implement a solution. However, in the case of large and very complex solutions, it can obviously take longer."