

PLEASE INSERT CLASSIFICATION HERE



# MARKET PLACE SEMINAR

CONNECTING PEOPLE – IMPROVING LIVES

14/10/2021

FRECK DE WITTE – PUBLIC AFFAIRS MANAGER – DHL EXPRESS

**DHL – Excellence. Simply delivered.**



## 1. Digitalization: to which end?

Digitalization@DPDHL Group is the use of technology to optimize our core business and modernize our IT infrastructure in order to...



... enhance **CUSTOMER EXPERIENCE**



... improve **EMPLOYEE EXPERIENCE**



... and increase **OPERATIONAL EFFICIENCY**

## 2. Programmes and initiatives

### CUSTOMER EXPERIENCE



#### **ONTRACK** (P&P)

Better Customer experience through time of delivery shipment notification powered by a navigation app for parcel couriers

#### **MYDHLI** (DGFF)

One-stop DGFF Customer portal for digital forwarding that caters to all transport modes globally

#### **MY DHL PARCEL APP NL** (ECS)

Mobile app that allows customers to steer their parcel through our network end-to-end

### EMPLOYEE EXPERIENCE



#### **OFFICE 365** (ITS)

Digital Workspace brings Office365 to DPDHL, making working on anything, anytime and from anywhere a reality

#### **PIAM – PEOPLE IDENTITY & ACCESS MANAGEMENT** (HR)

Increase security, efficiency and access transparency at DPDHL Group by identifying users and their access rights automatically

#### **SLIM STARTEN - SMART EMPLOYEE ONBOARDING SOLUTION** (GBS)

Automated delivery of employee onboarding tasks to create a positive onboarding experience and increased employee engagement

### OPERATIONAL EFFICIENCY



#### **ACCELERATED DIGITALIZATION** (DSC)

Deployment of 12 selected automation and robotics technologies in DSC warehouses

#### **INVOICE OVERDUE RISK PREDICTION** (FIN)

Identification of high-/low-risk invoices and Customers to optimize treatment plans and automate routine collection processes

#### **FUEL OPTIMIZATION PROGRAM** (EXP)

Data-driven Aviation Fuel Optimization Program to reduce emissions and fuel cost while protecting our planet

## 3. Centres of Excellence

### CUSTOMER EXPERIENCE



#### **ZORO** (DATA ANALYTICS)

Last mile routing for On Track and accurate estimation of arrival times, increasing customer satisfaction

#### **DHL API DEVELOPER PORTAL** (API)

Single point of contact for access to APIs from all business divisions - check out [developer.dhl.com](https://developer.dhl.com)

#### **NETWORK TRANSPARENCY** (BLOCKCHAIN)

TransModel cluster solution for a customer running on multiple Blockchain nodes

### EMPLOYEE EXPERIENCE



#### **ANALYTICS ACADEMY** (DATA ANALYTICS)

Virtual trainings and learning path to strengthen analytics awareness and skills

#### **ACCOUNTS RECEIVABLE REPORTING**

(DATA LAKE)

Consolidate the DPDHL Group Accounts Receivable data on the Corporate Data Lake to enable cross divisional reporting of AR data and in a second step analytics use cases

#### **AIR PALLET BUILD SUPPORT** (AUTOMATION)

Computer Vision guided support for manual build up item stacking of Air freight pallets

### OPERATIONAL EFFICIENCY



#### **SHIPMENT IMPORT** (DATA LAKE)

Fulfill upcoming customs regulations in 2021 by analyzing data quality of ITMATT data

#### **ASSET TRACKING** (IOT)

Location tracking of roller cages and other assets to increase utilization, balance the assets across the network, avoid loss and reduce inventory and costs

#### **CAMERA-BASED PALLET TRACKING**

(AUTOMATION)

Asset-light tracking & indoor localization of pallets within cross docks by camera & computer vision

### 3. Logistics trends radar and venturing out

Part of the success of digitalization is how we develop new opportunities. That's why we're exploring latest trends and innovations as well as new business ventures within and adjacent to our core business.

#### Logistics trend radar

Delivering insights today, creating value tomorrow: insights and inspiration into 29 key trends and innovations that will shape the future of our company and industry

#### Logistics trend radar in numbers

**5** editions    **6** sectors    **29** trends



We continue to support our start-ups...



...and work together with companies in which we are a minority shareholder



# MANAGE EVERYTHING THROUGH MYDHL+

MyDHL+

**Delivering an optimum customer experience by combining a redesigned content structure and transactional capabilities – all in one place. A seamless customer journey from enquiring to transacting.**

- Intelligent, streamlined interface
- Tailored to your particular shipping requirements
- Complete visibility of shipments and information
- Fewer steps and greater functionality
- Features to safeguard your account

# THANK YOU

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