

CASE STUDY



Making a name for yourself as a leading 4PL solutions provider is no easy task. Without a robust methodology and a common language you can speak, not only with your customers but between your colleagues, DHL was facing a real challenge.

THE CUSTOMER

DHL is currently focussed on four key offerings (Deutsche Post, Express, Logistics and Financial Services). It is known as a global leader in logistics and freight and provides a multitude of warehouse and transport management services. They have a worldwide presence in 220+ countries, with 3000 locations and strong customer base (50% Forbes 500 companies).



BUSINESS CHALLENGES

Sitting in the number one position for global contract logistics, air and ocean freight and cross boarder express parcels, DHL has proved itself as market leader. However, as the market sees other competitors begin to offer a complete solution for their customers, DHL Singapore saw a need to evolve its offerings to facilitate a more comprehensive supply chain solution.

DHL approached Xelocity and was introduced to the SCOR Model and ProcessWizard™ (PW). DHL saw the potential for SCOR and PW as being powerful tools particularly around the RFQ/RFP process. The adaptation of the SCOR model and PW was to have three key effects on the DHL business model, they were:

- Engaging of new customers' supply design
- Existing customers asking for supply chain improvement
- Applying SCOR using PW for Pre-sale to Post-sales (On-boarding Process) handover

XELOCITY SOLUTION

- Xelocity has introduced DHL to the SCOR model and ProcessWizard™.
- Training was conducted by Xelocity consultants including a SCC registered Senior Supply Chain consultant, which taught the team SCOR fundamentals and implementation via the ProcessWizard™ software application.

ROI / BENEFITS

- DHL are now driving their own SCOR projects.
- Internal workflow now follows the same language which has improved communication.



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PROJECT SUMMARY

Two Xelocity consultants flew to Singapore where 12 consultants were trained on the fundamentals of SCOR and the implementation of SCOR using ProcessWizard™. DHL attendees ranged from Senior Supply Chain Consultants, to RFQ Analysts, to Project Implementers; signifying the desire to treat SCOR as a future universal language. The attendees were taken through the SCOR Roadmap, using detailed examples and learnt how to effectively use SCOR to explain real business issues. ProcessWizard™ was used throughout the training to carry out many of the exercises and rapidly built up training supply chain models.

DHL is now running its own SCOR pilot projects using ProcessWizard™ to build up an existing customer's supply chain. Impressed with its intuitive 3 level hierarchy template of processes, DHL are now in talks with Xelocity to customise the SCOR model to include lower level logistics specific processes, reflective of their best practices.

Registered conversations with DHL also outline a desire to build industry specific templates within ProcessWizard™ to fast track modelling of future new customers...

CONTACTS

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