Products

Industry

Transportation & Logistics

Profile

DHL is the global market leader in the logistics industry. A global network composed of more than 220 countries and territories and about 275,000 employees worldwide offers customers superior service quality and local knowledge to satisfy their supply chain requirements.

Company Size

400,000 Employees

Location

Bonn, Germany
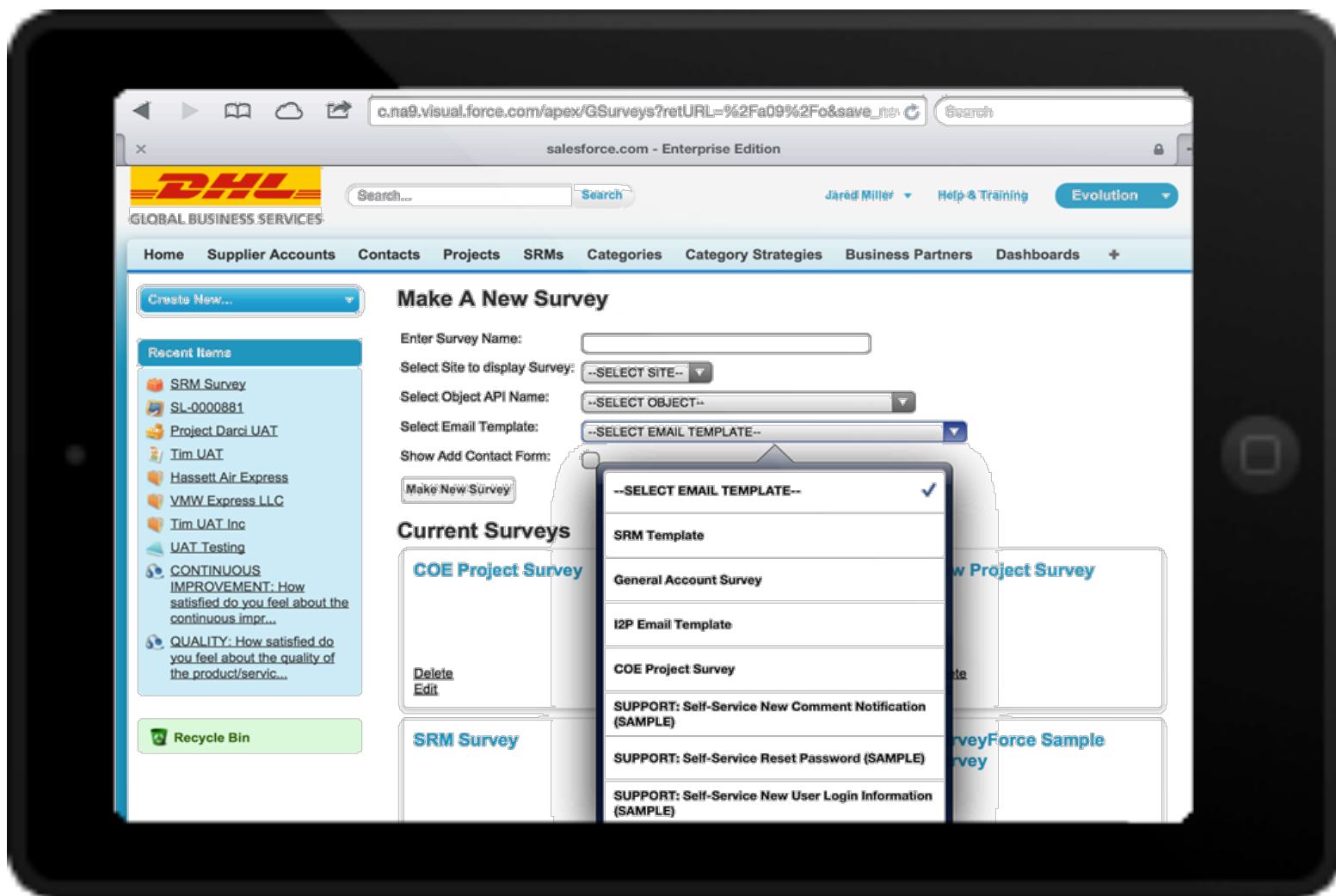
DHL Doubles Transportation Procurement Savings with Force.com Custom App

THE CHALLENGE

- Previous procurement process was highly labor-intensive and inefficient

- Limited visibility into procurement processes, with fragmented data across teams

- Manual reporting processes made it difficult to identify savings, one of the most important corporate metrics

- Previously managing & tracking suppliers in multiple disparate systems to gather supplier information, calculate savings tied to corporate goals, manage projects & bids leading to productivity inefficiencies

- Found it difficult to nurture and retain suppliers because attributes were scattered in different systems

THE SOLUTION

- Developed and deployed custom "DHL Evolution App" that allows procurement team to match carriers with customer needs based on key attributes (e.g. region, fleet, access, price)

- Dramatically improved procurement efficiency and carrier relationships

- Deployed across transportation groups in UK, US, Europe and Mexico

- Centralized all carriers and suppliers with custom Force.com enabled Carrier Relationship Management and Supplier Relationship Management solution

- Custom app was designed to be flexible and scalable enough for other business units and regions to use

THE RESULTS

- Success of custom evolution app within transportation groups now driving potential expansion to additional units including finance, facilities & IT

- Boosted efficiency & speed of global procurement process by providing employees a central repository to manage and track all suppliers in one system

- Increased profits by doubling savings on procurement projects in under a year

- Supplier satisfaction and retention have drastically improved

- Real-time metrics with scorecards and dashboards enable quicker access to key performance metrics

2x Improvement in Cost Savings