



DHL has chosen SAP TM as Digital backbone and Stellium as the Implementation Partner.

Project Objective:

DHL Smart Trucking is a business unit of DHL eCommerce, a division of Deutsche Post DHL (DPDHL) Group - the world's leading postal and logistics company. DHL Smart Trucking was launched in 2018 with a clear vision to provide simple, fast, reliable long-haul trucking services across India. The business is envisaged to be technology powered leveraging IoT, Artificial Intelligence and Big Data. To enable this, DHL has chosen SAP TM as the Digital backbone and Stellium as the Implementation Partner to re-engineer the business processes involving Relay business model by covering End to End business functions such as Contract Management, Order Management, Planning, Execution, Invoicing and Fleet Management. The major objective was to make the business scalable by improving visibility and streamlining business processes.



HEADQUARTERS
Bonn , Germany

INDUSTRY
Postal & Logistics

PRODUCTS
SAP TM
SAP ECC
Fiori
T4U
FarEye
Depassar

WEB SITE
www.dhl.com

Challenges faced:

The project was challenging in its own unique ways. The continuously evolving business needs due to substantial growth in the business turnover along with high customer expectations made it difficult to design the solution accommodating for future needs. Moreover, integration of multiple systems - SAP TM/EM, SAP ECC (FICO, PM), Fiori, T4U, FarEye, Depassar was involved which demanded a foolproof architecture to be designed. The high percentage of process exceptions led to complexity in the Exception handling framework.

Value Delivered to the client:

The implementation led to improved Customer service levels and Asset Utilization through Order Prioritization and Optimization with the help of Custom-built SAP TM Planning Optimizer. This has also led to automation of several processes handled manually thereby reducing the human resource requirements. In addition, the visibility of the processes improved drastically due to track and trace at a granular level ensuring business scalability.