OVERVIEW

Intelligent Automation

Enhanced Interaction

Enhanced Optimization

Saftey and
Health

Labor and Capital Augmentation

AI drives **cost optimization** through **automation** and robotics

Autonomous Mobile Robots (AMRs)

For "order picking"

Automative Robotic Arms

Faster and accurate sorting & unloading
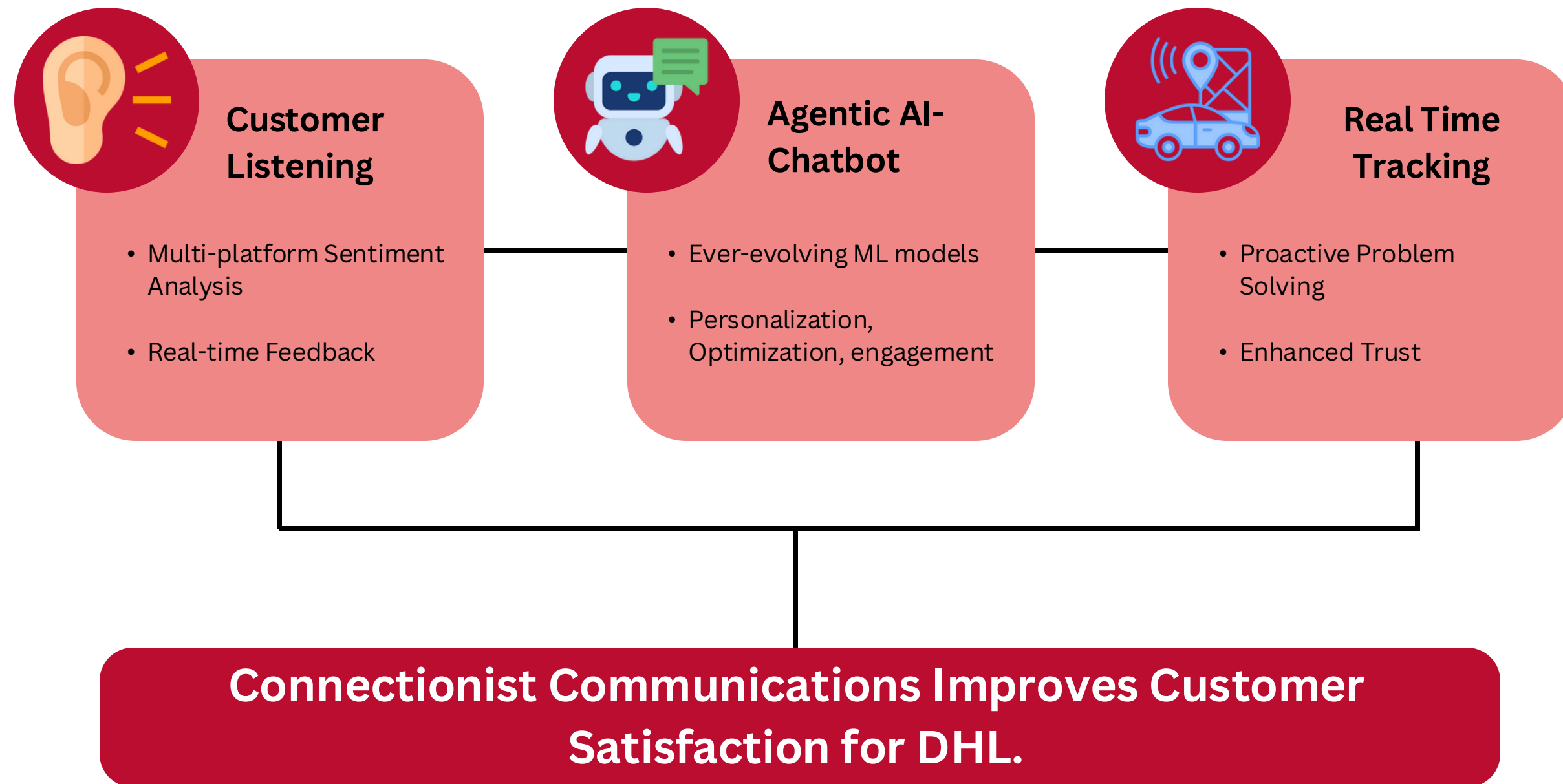
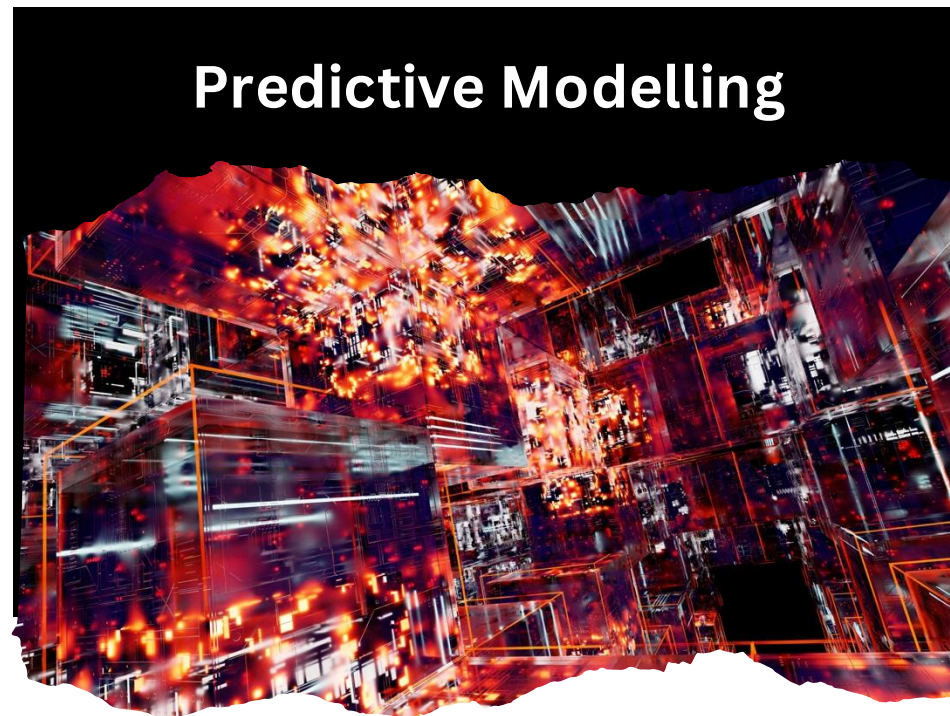**Optimized Labor Costs** → **+ Production and Capacity** → **Better Delivery and Logistics** → **Error Reduction** → **Cost Optimization**

Using AI to enhance **human interactions** and guarantee **customer satisfaction**

Customer Listening
- Multi-platform Sentiment Analysis
- Real-time Feedback

Agentic AI-Chatbot
- Ever-evolving ML models
- Personalization, Optimization, engagement

Real Time Tracking
- Proactive Problem Solving
- Enhanced Trust

Connectionist Communications Improves Customer Satisfaction for DHL.

DHL

Leveraging **Intelligent automation** to increase **business value**

Predictive Modelling

On-Demand Response

Forecast: congestion patterns, road closures, weather disruptions

Detection: traffic signals, road conditions, pedestrian activity

Optimize and Automate

- **Real-time AI Routes**
- **Traffic and Congestion Time**

- **Faster Delivery Times**
- **Vehicle Energy Usage**

DHL

Enhancing **business and people value** by using AI to ensure workplace **health and safety**

Driver support with AI

Workplace safety

Forklifts account for 45% of warehous accidents

Increase near miss visibility by 415%

Increase productivity and reduce medical costs

73% Decrease in logistics accidents with the help of AI

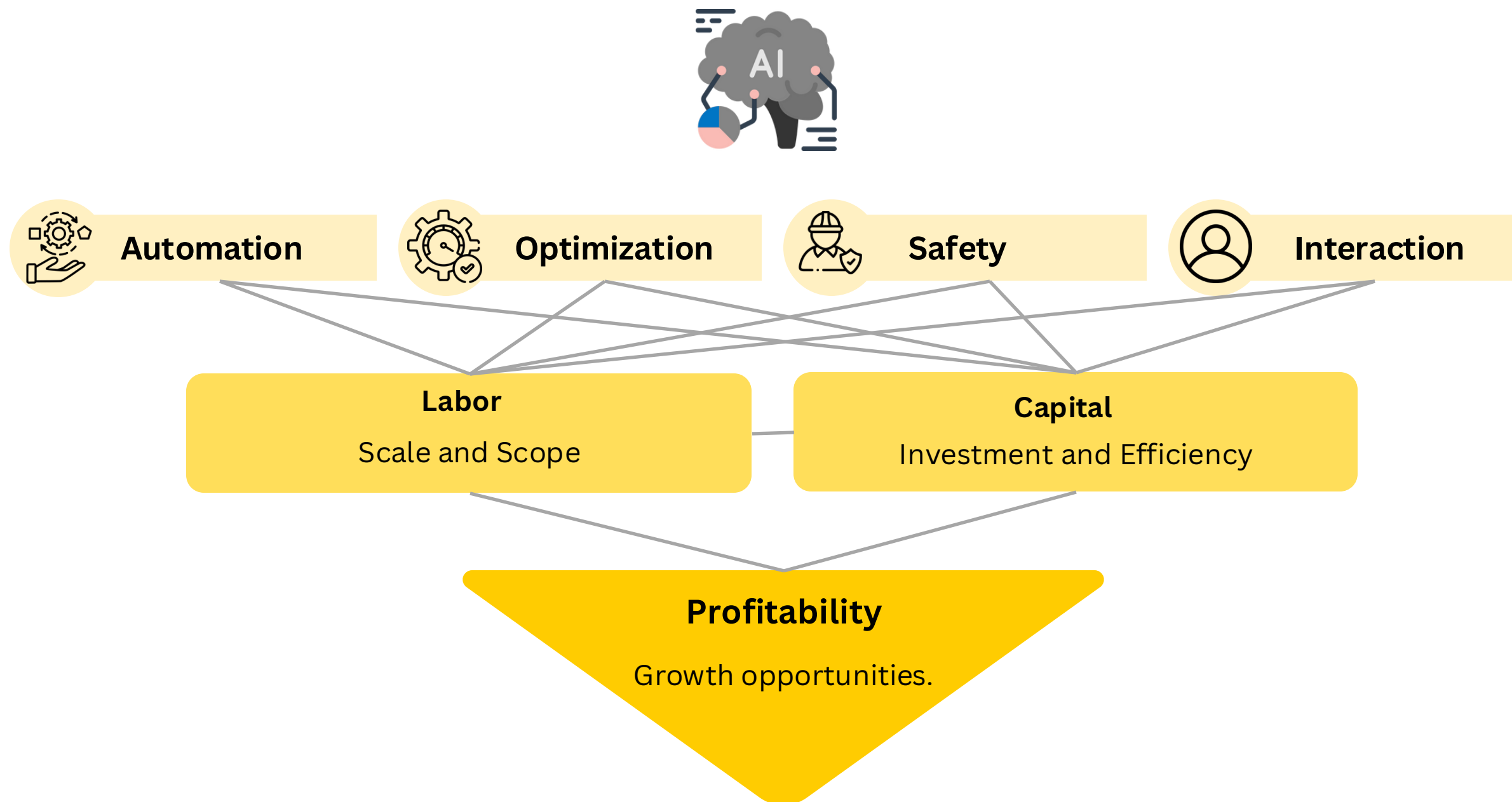**By reducing human error with AI, DHL reduce cost in safety and health**

DHL

Use connectionist AI to create **economic value** through **labor and capital augmentation**

Using AI to Create **Value Synergies**

Optimization	Automation	Health Safety	Enhanced Interaction	Labor & Capital Augmentation	Value

- Innovation
- Cost Reduction
- Customer Satisfaction
- Enhanced Trust
- Safety

Growth & Profit

Q&A

References

- https://www.dhl.com/global-en/delivered/innovation/dhl-and-locusbots-hit-500-million-picks.html

- https://www.dhl.com/global-en/delivered/innovation/locus-robotics-robotic-picking.html

- https://www.protex.ai/case-studies/73-decrease-in-incidents-ai-driven-port-safety-by-protex-ai

- https://www.dhl.com/global-en/delivered/innovation/dhl-and-locusbots-hit-500-million-picks.html

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