

ORDER TO DELIVERY MANAGEMENT FOR A LEADING FMCG/CONSUMER CUSTOMER

PAN India Order Management, Delivery Management, Returns, Data Analytics & Key Account management performed for an FMCG/consumer sector customer

CUSTOMER CHALLENGE



- Decentralized Operations in multiple locations
- Lack of system control
- Lack of Visibility from End to End Invoice to Dispatch process
- Master Data Management
- High Bad Debt from Customer
- High invoice cancellation cases
- Primary Transportation Management

DHL SOLUTION



- Set up Centralized Backend operations @ Business Support Centre
- Deployed ERP with enhanced system controls
- Driving Ops Excellence
- KPI / SLA visibility through Business Analytics
- Account Receivable Management
- Transport Control Tower setup

CUSTOMER BENEFITS



- Centralized accountability & control
- Standardized End to End processes & improved efficiency
- Optimum Resource Utilization
- Single Point of contact for tracking issues & providing solutions
- Inventory Control
- DSA / DSO improvement
- Adherence to compliance & Governance norms
- Strategic decisions based on Clear Business data
- Quick turn around for Query / Complaint resolution

