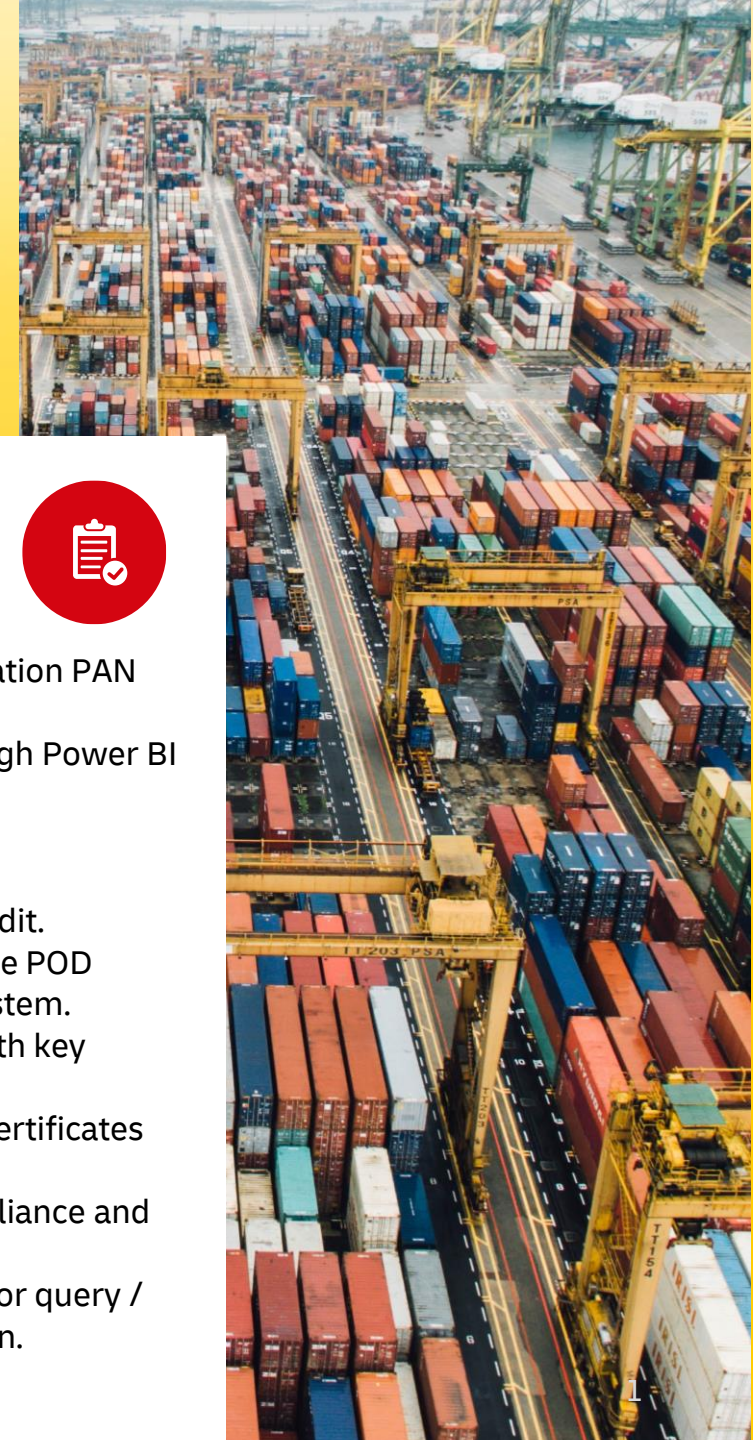


# TRANSPORT CONTROL TOWER SETUP FOR ONE OF THE WORLD'S LEADING FREIGHT FORWARDERS

Vehicle placement, track & trace, vendor performance & analytics services delivered to a leading freight forwarder



## CUSTOMER CHALLENGE



- Manual process, no TMS system in place..
- Lack of visibility of end-to-end process.
- Vehicle track & trace was escalation based.
- No periodic review with vendors for performance monitoring.
- Challenges in mapping vendor's KPIs.
- Absence of uniform DSR across regions.
- Lack of data visibility on end-to-end freight bill audit.

## DHL SOLUTION



- TMS system implemented to capture all transactions.
- Milestone capturing and reporting.
- Auto rate capturing.
- LR details – bill verification.
- KPI measurement.
- Standardized DSR across India.
- Vendor performance measuring mechanism deployed.
- SOPs created and signed off.
- Daily MIS and monthly customer reviews released.
- Centralized transport control tower set up at Business Support Centre.
- End to end freight bill audit.

## CUSTOMER BENEFITS



- Process standardization PAN India.
- Data visibility through Power BI dashboards.
- RFQ support.
- Improvised KPIs.
- 100% freight bill audit.
- Pick up and real time POD updates on TMS system.
- Periodic reviews with key stakeholders.
- Quarterly No Due Certificates (NDC's).
- Adherence to compliance and governance norms.
- Quick turn around for query / complaint resolution.