

DHL SMARTRANSPORT

COMPLETE TRANSPORT SOLUTIONS FOR INDIA

DELIVERING BUSINESS IMPACT

DHL Supply Chain – Excellence. Simply delivered.



DISTRIBUTION OF CHILLED & FRESH PRODUCE FOR QUICK SERVICE RESTAURANTS

Enabling night delivery of goods requiring cold chain & ambient transport management led to increased efficiency

CUSTOMER CHALLENGE



- Required frozen, cold chain and ambient warehouse and transport management
- Deliver a wide range of products including chilled and fresh produce
- Improve efficiency of production, storage, transport, packaging & logistics operations

DHL SOLUTION

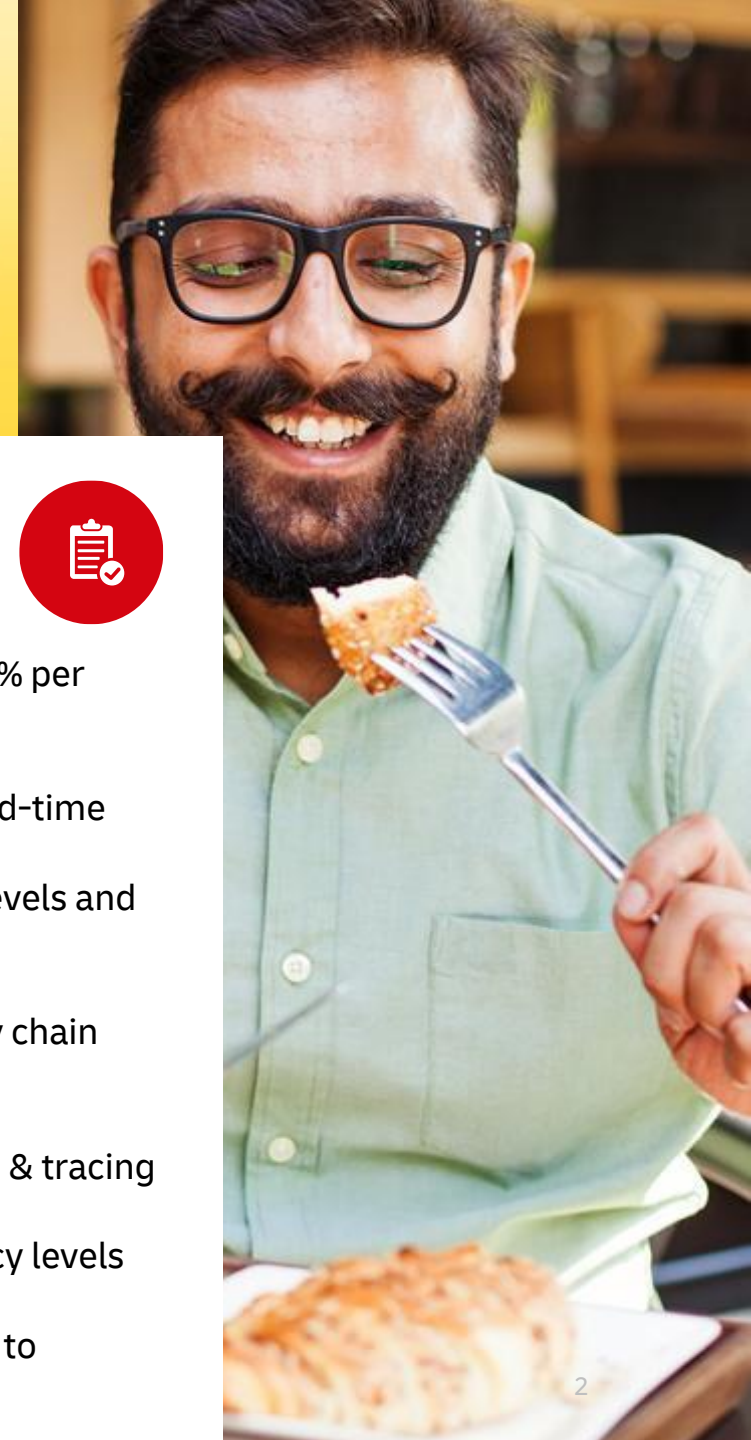


- Cold Chain and Ambient WH include receiving of goods & storage
- Integrated system between DHL and customer for streamlined order processing
- Transportation services to stores with regular route planning as new stores are introduced monthly
- Door-to-door night deliveries

CUSTOMER BENEFITS



- Cost savings of 10% per annum
- Faster delivery lead-time
- Lower inventory levels and in-transit stock
- End-to-end supply chain visibility
- Real-time tracking & tracing
- Increased efficiency levels
- Avoid interruption to daytime business



LAST MILE DELIVERY WITH CASH MANAGEMENT FOR GROCERY RETAIL SECTOR

Enabling cash & carry model by milk runs for the world's largest retailer
leading to expansion of customer base

CUSTOMER CHALLENGE



- Varied product categories ranging from grocery, packaged foods & chocolates
- Managing multiple short distance drops per day
- Enabling cash on delivery and cash management for orders
- Last mile deliveries to Mom & Pop stores & HORECA segment

DHL SOLUTION

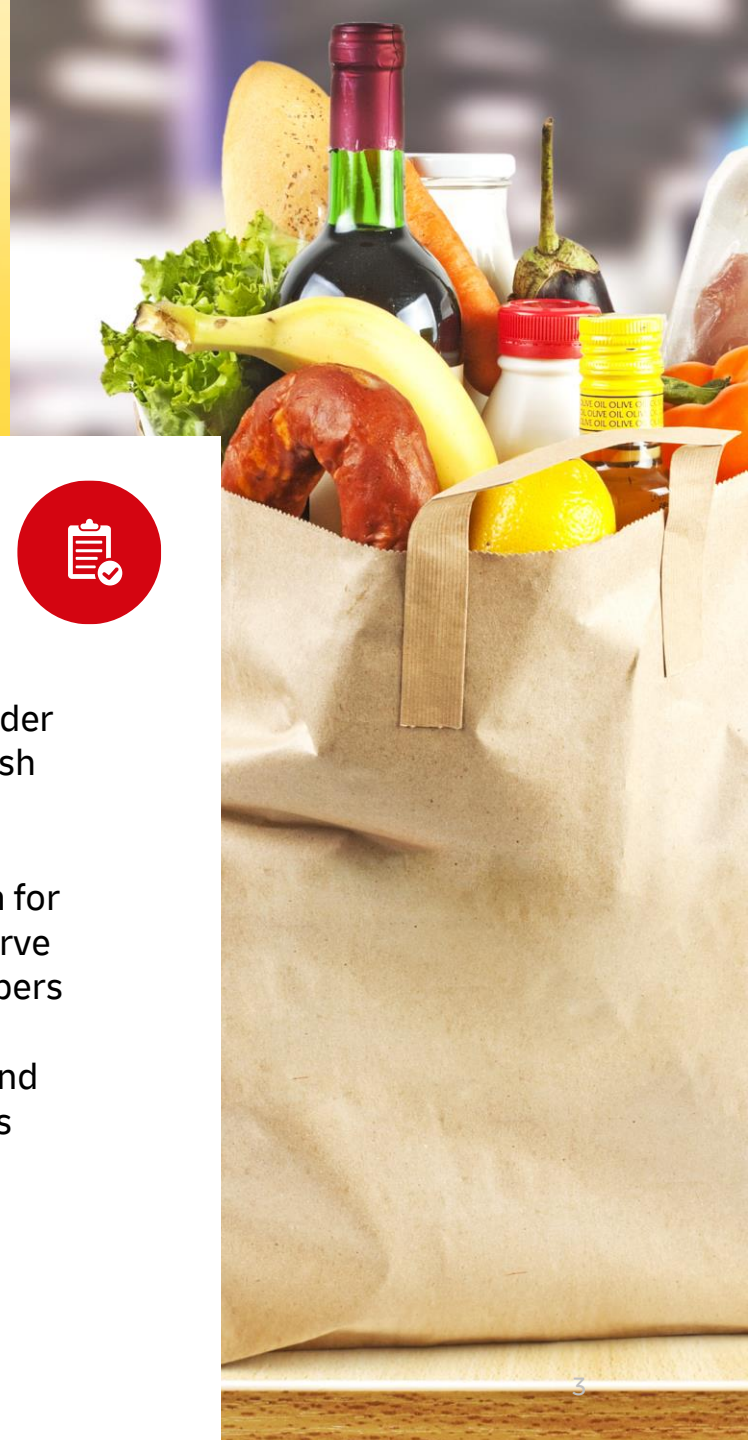


- Cash on Deliveries + Cash Management
- Over 150 drops per day managed across the city of Lucknow and Kanpur from the customer's fulfilment center
- Integrated IT solution with DHL WMS & TMS linked to Customer ERP + POS + Ordering backbone
- Last Mile deliveries using "Delivery Connect" Mobile Application

CUSTOMER BENEFITS



- End to end management of order pickup, delivery cash collection
- Expansion of reach for the customer to serve Non Walk-In Members
- Agility to expand and manage peak loads beyond planned volumes



DIRECT TO CUSTOMER TRANSPORTATION FOR A MAJOR PHARMACEUTICAL COMPANY

Intermodal transportation using surface or air movement to ensure direct delivery to customer within the desired TAT

CUSTOMER CHALLENGE



- Temperature controlled products have to reach end-customers within 72 hours
- Movement from central warehouse to CFAs across India consumes time
- No cargo visibility available to customer

DHL SOLUTION



- DHL Supply Chain to deliver products directly to the end-customers from central warehouse
- Movement of products through surface or air to ensure product delivery within 72 hours
- Deployment of MySupplyChain and TMS solution

CUSTOMER BENEFITS



- Increase in service level for the customer
- Load optimization via consolidation
- Increased reliability & visibility due to MySupplyChain & Transport Management Solution system
- Cost benefit to customer



NEXT FLIGHT OUT & HAND CARRY SOLUTION OF HIGH VALUE & TEMPERATURE SENSITIVE HEART VALVES

Our solution enabled direct engagement of customer with the hospitals for delivery & reverse logistics of heart valves.

CUSTOMER CHALLENGE



- Temperature sensitive & ambient distribution of heart valves within India
- Cost challenges since product transportation was via distributors
- No cargo visibility available to customer
- Maintenance of product integrity throughout the entire transportation leg

DHL SOLUTION



- DHL Supply Chain to deliver products directly to the end-customers (hospitals); PAN India distribution from 3 warehouses in India
- Solution enabled usage of Next Flight out and hand carry from airport to destination
- Stringent quality control protocols with trained staff throughout the transportation leg
- Reverse Logistics solution

CUSTOMER BENEFITS



- Increased revenue for customer as our solution enabled direct delivery to customer without the distributors
- PAN India delivery & reverse logistics as per desired SLA
- Increased reliability & visibility due to Transport management system

DEDICATED TEMPERATURE CONTROLLED FLEET DEPLOYMENT FOR MILK RUN OPERATIONS

Our milk run operations solution enabled increased availability of vehicles at customer plants with assured delivery lead time

CUSTOMER CHALLENGE



- Required temperature-controlled vehicles for transportation of perishable products
- Availability of TCL Vehicles @ Ponda & Bicholim plant for all India Distribution
- Abide by Safety norms and maintain road safety discipline

DHL SOLUTION



- Dedicated Vehicle Solution – 20+, 24ft TCL vehicles were placed at Nestle's Ponda plant
- Identified and allocated set of 32 FT MXL vehicles for Long Haul locations
- Included Nestle Safety Briefing document into own Safety briefs given to the driver before the start of the trip

CUSTOMER BENEFITS



- Increased availability of vehicles @ plants
- Assured delivery lead-time. Un- interrupted supply to Nestles South located DC's within 700 kms radius
- End-to-end supply chain visibility with Real Time Tracking & Milestone EDI to customer system
- Increased efficiency levels
- Direct dealer delivery (milk run operations)



