



# **DHL LEAD LOGISTICS PARTNER** YOUR TRUSTED PARTNER TO INTEGRATE AND SIMPLIFY LOGISTICS

DHL Global Forwarding – Excellence. Simply delivered.



# HAVE YOU CONSIDERED **OUTSOURCING?**



The international trade landscape is rapidly changing, and global logistics is facing major challenges.

## **Complex Logistics Landscapes**

The fast rate of business expansion is creating complex logistics networks that involve multiple service providers. This makes them difficult to manage and control.

## **Cost Saving Pressures**

These are forcing companies to optimize their logistics network, balancing cost and performance.

## **'Big Data'**

Data management is becoming more complex, with the integration of supply chain data a key element for day-to-day operations.

It is in this climate that companies need a trustworthy partner to neutrally manage logistics on their behalf.



# WHY YOU SHOULD CHOOSE DHL LEAD LOGISTICS PARTNER

We neutrally manage and optimize our customers' end-to-end supply chain and execute their transport needs with any partner of choice to ensure the best deal possible.



## INDUSTRY EXPERIENCE

More than 10 years' experience delivering sustainable solutions to simplify your life.

- Extensive knowledge of **intercontinental forwarding**, with presence in **key trading markets**.
- Deep understanding of your requirements across diverse **industries**.
- Highly successful implementations delivering significant **cost savings, performance enhancements**, and trading support in **new markets**.



## GLOBAL NETWORK, LOCAL INTERVENTION

Globally managed network of specialized resources with the capability to intervene at local level.

- Our **Global reach** provides both a regional and local presence close to your operations, while a centralized back office offers a **single point of contact**.
- **Global Governance Structure** that guarantees consistent standards around the world: one process, one language.
- A network of **300+ dedicated and specialized** Lead Logistics experts around the world.



## BROAD PORTFOLIO

Extensive portfolio that allows the development of tailored solutions based on your needs.

- Globally consistent, flexible and **modular service portfolio** to build customized **end-to-end solutions**.
- More than **30 service modules** that address transactional, tactical and strategic customer needs.
- State-of-the art **IT platform** able to integrate various supply chain partners and provide analytics.

## OUR SOLUTION FOR YOU

# DHL LEAD LOGISTICS PARTNER

As Lead Logistics Partner we design, manage, operate, continuously improve and deliver supply chain transformation. As a neutral management partner, we focus on global transport and trade management using DHL's and other third parties' logistics capabilities (predominantly Air, Ocean, Road and Rail).

### OUR SOLUTION INCLUDES:

- **Design** – using expert knowledge and analysis tools to improve transportation flow and optimize networks
- **Management services** – sourcing logistics providers, managing suppliers and customer service, and providing services such as freight bill, audit and customs administration
- **Operation** – gaining visibility, synchronizing transportation and minimizing risk through Control Tower operations
- **Continuous improvement** – driving end-to-end visibility with our Total Logistics Cost Management (TLCM) approach

### DHL LEAD LOGISTICS PARTNER SOLUTION OVERVIEW



# SOLUTION ARCHITECTURE

## SOLUTION ARCHITECTURE

### CORE OFFERING

#### Transactional Core Set of Services

- Transport Request Management
- Routing and Confirmation
- Shipment Booking and Monitoring
- Exception/Disruption Management
- Customer Service: Complaint Handling/ Inquiry Management
- Basic KPI Reporting

#### Implementation Services

In combination with Core Set of Services

- Project, Implementation and Rollout Management
- Customer Engagement Planning (Change Management)

#### Consulting Services

- LLP Business Impact/ Feasibility Study
- Supply Chain Improvement Assessment (TLCM)

### ADDITIONAL/OPTIONAL SERVICE OFFERING

#### Managed Services

- POD Management
- Tender Management
- Operational Carrier Management
- Customs Clearance and Brokerage
- Claims Management
- Order Management (In/Outbound)
- Creation of Documents
- Customer's Supplier Management
- Document Management
- Freight Invoice Audit

#### Design and Optimization Services

- Supply Chain Design, Modeling and Strategic Planning
- Value Add Opportunity Assessment
- Supply Chain Strategy

#### Performance Management and Analytics

- CO<sub>2</sub> Reporting
- Data Management and Storage
- Advanced Performance Reporting
- Financial Planning and Cost Reporting
- Inco Term Conversion

#### Contract Management

- On-site Supply Chain Co-ordinator and Dedicated Supply Chain Co-ordinator
- Contract Manager (Global/Regional)
- Data Quality Manager
- KPI and Performance Manager

## OUR SOLUTION FOR YOU

# DHL LEAD LOGISTICS PARTNER

## DHL LEAD LOGISTICS PARTNER – CORE OFFERING

### CORE OFFERING

### WHAT IT MEANS FOR YOU

<b>Transport Request Management</b>	You or your supplier send a Transport Request (TR) to the DHL Lead Logistics Partner Customer Center to request the transport of a shipment accompanied by exact transport details. Once received the TR is validated, confirmed and passed to the routing process.
<b>Routing and Confirmation</b>	A freight lane is selected utilizing fully automated routing, consolidation of shipments and assignment of a Logistics Service Provider (LSP) while considering optimal costs and lead time.
<b>Shipment Booking and Monitoring</b>	Automated booking and confirmation of LSP as well as event and milestone notification during transportation.
<b>Exception/ Disruption Management</b>	Active, reactive and proactive investigation in the event of operational irregularities against set milestones and reaction times.
<b>Customer Service/ Complaint Handling/ Inquiry Management</b>	Management of inquiries and complaints from you and other related parties within the supply chain.
<b>Basic KPI Reporting</b>	Standardized Key Performance Indicators (KPI) reporting to you for operational and Financial performance on different aggregation levels.
<b>Project, Implementation and Rollout Management</b>	Project and Implementation Management Services focus on the proper definition, planning and execution of all required activities to successfully implement DHL Lead Logistics Partner services.
<b>Customer Engagement Planning (Change Management)</b>	Plans developed to mitigate the negative aspects of change including Stakeholder Analysis, Briefing Workshops, Facilitated Workshops and Communication Strategies.

In addition to the core offering above, DHL Lead Logistics Partner offers a broad range of modular services covering transactional, tactical and strategic requirements that enable us to develop customized solutions that meet specific customer requirements. Please visit [www.dhl.com/LLP](http://www.dhl.com/LLP) or contact your DHL sales representative for more details.

# YOUR QUESTIONS ANSWERED



## **Why should I consider outsourcing my logistics activities?**

Outsourcing logistics will take a burden off your shoulders. You can leave the logistics in the safe hands of our experts – leaving you free to focus on more strategic matters.

## **What is the concept of Lead Logistics Partner?**

As Lead Logistics Partner we design, manage, operate, continuously improve and deliver supply chain transformation. As a neutral management partner, we will focus on global transport and trade management using our own and other third party logistics capabilities (predominantly Air, Ocean, Road and Rail).

## **What is DHL's experience in Lead Logistics?**

DHL Lead Logistics Partner are the experts in supply chain management. We have a global network of skilled resources in our regional customer centers and a proven track record of successful implementations. The ability to leverage knowledge, experience and best practices through global standardization so that we can truly deliver for our customers has been developed over the 10 years DHL has operated Lead Logistics concepts.

## **What is 'neutrality' for DHL Lead Logistics Partner?**

DHL Lead Logistics Partner acts 100% objectively in the logistics market on behalf of our customers. It's all about your best interests. This results in neutrally sourced best deals for our customers – not necessarily using the DPDHL network.

## **How are DHL Lead Logistics Partner services priced?**

DHL Lead Logistics Partner do not put a margin on transportation, therefore we will only charge for the services provided – usually through a management fee. The DHL Lead Logistics Partner pricing model is built on different components in order to create a win-win situation for you as well as DHL. This creates the minimum amount of risk for both parties and delivers the necessary transparency and trust. The ideal commercial model is typically selected after an initial assessment of your needs with prices calculated by the DHL Lead Logistics Partner team.

## **What is the 'Gain Share' commercial model?**

This is one of the various commercial models we offer. It means the contract is structured in such a way that both parties are incentivized to focus on continually re-evaluating, re-energizing and enhancing the supply chain as both parties share the benefits of savings and improvements.

# YOUR QUESTIONS ANSWERED



## **What is the typical implementation timeline?**

Typically a DHL Lead Logistics Partner solution is implemented with a 'maturity level' approach. This is because there is too much at stake and there are too many stakeholders involved to risk a single implementation at one time. Go-live strategy and rollout stages are typically prepared around 3 phases: Geographical phasing, Operational phasing and Planning phasing.

Usually we aim for the first implementation within 3 to 6 months, starting with simple but essential services and an agreed roadmap for further evolution. A complete rollout of a full-blown DHL Lead Logistics Partner solution can take up to 18 months.

## **What is the system used by DHL Lead Logistics Partner?**

The backbone of DHL Lead Logistics Partner operational teams is DHL's transport management system SCI (Supply Chain Integrator). SCI is our branded version of Oracle Transportation Management (OTM) which is the premier logistics and Transport Management System on the market today.

## **What are the key capabilities of the systems used by DHL Lead Logistics Partner?**

SCI allows our operational teams to monitor and control end-to-end supply chain activities from receipt of an order through to cost settlement. It also provides external visibility to you, your supply chain partners and your end customers.

DHL's SCI system manages a seamless flow of supply chain data linking orders, order lines and shipments through to invoices and payment.

## **Is DHL Lead Logistics Partner only about reducing logistics costs?**

No, DHL Lead Logistics Partner is not only about reducing cost, but also about improving supply chain performance and providing information. The key benefits for you include greater visibility, improved performance and productivity, network optimization, reduced lead times, consistent processes, carbon optimization as well as many others.



# NOTES

You can also find out more on DHL Lead Logistics Partner  
by contacting your local sales representative  
or visiting [www.dhl.com/LLP](http://www.dhl.com/LLP)

