



Case Study

DHL Express

Driving business efficiency with
automatic invoice matching and processing.

basware
Now it all just happens™



With its global presence, multi-ERP solution and proven track record at DHL, Basware was chosen as the best tool to globalize DHL's AP process."

Gabrielle Philippens, BPO Consultant, DHL

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Industry: Logistics



Regions: Global



Solutions: Basware AP Automation
Basware Network



✓✓ Working together for over three years, it's rolling out smoothly. That's key to success – working with people who are there from the beginning and understand the product very well. It sometimes feels like one team.

Gabrielle Philippens, BPO Consultant, DHL

DHL Express' goal was to standardize and automate its entire accounts payable process across more than 100 countries around the world. Basware was chosen to reduce the company's team workloads and simplify reporting on a global scale.

Introduction

DHL is a leading global brand in the logistics industry. It offers an unrivaled portfolio of logistics services, ranging from national and international parcel delivery to industrial supply chain management.

With 350,000 employees in more than 220 countries and territories worldwide, DHL connects people and businesses securely and reliably to enable global trade flows. DHL Express, a division of DHL, believes that automation and standardization can improve efficiency.

Having successfully implemented Basware for DHL Freight in Norway in 2013, DHL Express recognized the value of Basware solutions to help standardize their AP process and gain consistent reporting for KPIs.

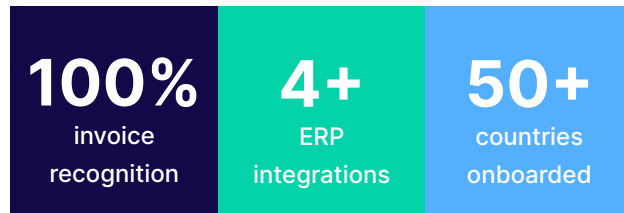
Challenge

DHL Express' overarching aim was to standardize global policies and processes.

Standardization would revolve around establishing a core model and process template. This template would dictate system configurations and global process operations, although certain adjustments would be required to adhere to local regulations in specific countries.

As well as standardizing invoice processing, DHL also needed to be able to create standardized reporting on KPIs. Previously, this was a time-consuming process that involved gathering relevant information from all workflow systems.

Optimizing the process



Solution

With its global presence, multi-ERP solution and proven track record at DHL, Basware was chosen as the best tool to globalize and automate DHL's AP and invoice processes.

At the conclusion of 2014, DHL initiated the deployment of Basware AP Automation for DHL Express in two pilot locations: Singapore and Taiwan. The plan was to progressively implement it across the remaining 100–120 countries in phases.

With an established agreed configuration and a series of best practices in place, the roll-out rapidly extended to more locations - implementing between two and six countries each month.

As the process was reiterated multiple times, the transitions in each country demonstrated smoothness, efficiency, and punctuality. Moreover, these transitions frequently coincided with ERP upgrades, minimizing downtime and enhancing overall efficiency.

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ABOUT BASWARE Basware is how finance leaders in global enterprises can finally automate their complex, labor-intensive invoice processes and stay compliant with regulatory change. Our AP automation and invoicing platform helps you achieve a new level of efficiency – in a matter of months – while reducing errors and risks. We bring a unique combination of true automation, complete coverage, and deeper expertise to make it all just happen for our customers. That's why the world's most efficient AP departments rely on Basware to handle millions of invoices per year. **Basware. Now it all just happens.** ©Basware 2023

✓✓ Rollouts are happening smoothly and on time. We can do this hand-in-hand with an upgrade, or while moving to another ERP. Basware is seen as a work package within the whole project, never as a bottleneck.

Gabrielle Philippens, BPO Consultant, DHL

When it comes to implementation, the DHL team has learned some valuable lessons through its phased approach. Keeping scope creep at bay is key when it comes to timely implementation and maintaining a global standard.

DHL established a global framework, adhering to it consistently for every country, making changes only when legally mandated or substantiated by a strong internal business case.

Results

For DHL, the biggest benefit of Basware is automation. Workloads have reduced due to the automated matching of invoices instead of manual handling by accounts payable, and complete recognition of e-invoices.

Reporting has also shown significant enhancement, with DHL capable of instantly extracting global reporting data, making like-for-like country comparisons effortless. All the KPIs are measured and are comparable across entities, which helps



Take-outs

- 100% invoice recognition
- Automatic invoice matching
- Significant reduction in invoice processing time
- Efficient and accurate reporting

decision-makers improve the process even further.

A close working partnership between DHL and Basware was critical for meeting every implementation deadline. Basware is integrated with SAP, Oracle, SUN, and JBA System 21, all from a single Basware installation.

Naturally, deploying software on such a large scale comes with its challenges, and the presence of the Basware team to swiftly address issues was crucial in maintaining implementation timelines.

Gabrielle finishes by saying, "I've done other projects with other providers; it's the first time that I feel it's so integrated. If you explain the issue you have to one of the Basware consultants you know that they understand what you're talking about."

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