CASE STUDY: DHL EXPRESS

DHL EXPRESS ROLLS OUT BASWARE’S FULL P2P SOLUTION, SEAMLESSLY, AROUND THE WORLD

DHL’S GOAL WAS TO STANDARDISE AND AUTOMATE THEIR FULL PURCHASE-TO-PAY PROCESS ACROSS MORE THAN 100 COUNTRIES. THEY CHOSE BASWARE TO REDUCE TEAM WORKLOADS AND SIMPLIFY REPORTING ON A GLOBAL SCALE.

DHL is the leading global brand in the logistics industry. The DHL family of divisions offer an unrivalled portfolio of logistics services ranging from national and international parcel delivery, e-commerce shipping and fulfillment solutions, international express, road, air and ocean transport to industrial supply chain management. With about 350,000 employees in more than 220 countries and territories worldwide, DHL connects people and businesses securely and reliably, enabling global trade flows. Within DHL Express, a division of DHL, they believe in automation and standardisation as a way of improving efficiency. So, having successfully implemented Basware for DHL Freight in Norway back in 2013, they realised the value of Basware solutions to help them standardise their P2P process and gain consistent reporting for KPIs.

Gabrielle Philippens, BPO Consultant, DHL works in the P2P process – from procurement to payment of invoices at DHL. She says, “We wanted to look at the global process to follow and global policies to adhere to and what systems need to support that process.”

With its global presence, multi-ERP solution and proven track record at DHL, Basware was chosen as the best global tool to globalise DHL’s P2P process, including invoice automation.

Together, the two companies are rolling out invoice automation to help DHL benefit from further efficiencies: in 73 entities, representing over 50 countries.

CUSTOMER:

DHL

INDUSTRY:

Logistics

LOCATION:

Global

BASWARE SOLUTION:

Basware Invoice Processing, Basware Scan and Capture and Cloudscan, Basware Purchase Management, Basware e-invoice
DHL USE:

- Basware invoice processing - currently on premise, but moving to SaaS
- Basware Scan and Capture and CloudScan
- Basware e-invoice for receiving
- Basware purchasing module

STANDARDISATION

DHL’s aim was to standardise the P2P process, beginning by defining a core model and process template. This would determine how Basware would be configured and how the processes would be run globally, though some adaptations would be necessary to comply with local regulations in certain countries.

At the end of 2014, DHL began rolling out Basware AP for DHL Express in two pilot countries, Singapore and Taiwan, with a view to continuing implementation in phases in around 100 to 120 countries.

Since then, DHL has successfully implemented Basware in 50 countries, with anywhere between two and six more countries being switched over each month. With the process being repeated again and again, the transitions in each country are proving to be smooth, efficient, and always delivered on time. They’re also often completed hand-in-hand with ERP upgrades, which reduces down-time and further streamlines efficiency.

Gabrielle continues, “these rollouts are happening quite smoothly and always on time. Sometimes 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 bottle neck.”

At DHL, Basware has now been integrated with SAP, Oracle, SUN, and JBA System 21, all from a single Basware installation.

GLOBAL REPORTING MADE SIMPLE

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

With Basware, however, DHL can instantly extract reporting data globally, meaning that like-for-like comparisons between countries now couldn’t be easier. All the KPIs are measured and are comparable across entities, which helps decision-makers improve the process even further.

“With Basware we are able to extract reporting data that is
used around the globe and can therefore be related equally - to compare apples with apples,” says Gabrielle.

**BENEFITS**

For DHL, the biggest benefit of Basware is automation, which reduces workloads: invoices are automatically matched rather than being handled by AP, while e-invoices are fully recognised. The OCR has a high recognition rate, so there’s less work for the AP department and the P2P department to process invoices. Furthering automation is an on-going process, with change requests raised in order to improve automation even further.

**A CLOSE PARTNERSHIP**

A close working partnership between DHL and Basware has been critical to meeting every implementation deadline and to the software’s continuing success. “Working together for three years, it’s rolling out smoothly,” comments Gabrielle Philippens, BPO Consultant at DHL. “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.”

“The client’s dedicated Basware team has the knowledge to fix many issues themselves, leaving only the bigger changes and improvements to their assigned Basware consultants.

“Solutions are found quickly and implemented,” explains Gabrielle. “It’s really a joint effort. Sometimes

Gabrielle Philippens, BPO Consultant, DHL
it works even without realising we’re two different companies.”

“I’ve done other projects with other providers; it’s the first time that I feel it’s so integrated,” she adds. “If you explain the issue you have to one of the Basware consultants you know that they understand what you’re talking about.”

LESSONS LEARNED
When it comes to implementing Basware, the DHL team has learned some valuable lessons through rolling out in phases across so many countries.

Keeping scope creep at bay has been critical to timely implementation and to maintaining a global standard. The team put in place a global scope that they’ve been careful not to deviate from for each country. If changes are deemed necessary, they’ve had to be proven to be a legal requirement or have a strong business case to support them.

“SOMETIMES WE FACE CHALLENGES, LIKE LEGAL REQUIREMENTS, OR WITHHOLDING TAX ISSUES,” EXPLAINS GABRIELLE, “BUT THE BASWARE TEAM AND THE BASWARE COMPANY IS ALWAYS ABLE TO FIND A SOLUTION, TECHNICALLY, AND WE’VE NEVER ENDANGERED A GO-LIVE SO FAR, AND I THINK THAT’S PRETTY AMAZING.”

Gabrielle Philippens, BPO Consultant, DHL

Of course, rolling out software on this scale isn’t without its challenges, and having the Basware team there to find quick solutions has also been vital for keeping implementation on schedule.

ABOUT BASWARE
Basware is the global leader in providing purchase-to-pay solutions, e-invoicing and innovative financing services. Basware’s commerce and financing network connects businesses around the globe. As the largest open business network in the world, Basware provides scale and reach for organisations of all sizes, enabling them to grow their business and unlock value across their operations by simplifying and streamlining financial processes. Small and large companies around the world achieve significant cost savings, more flexible payment terms, greater efficiencies and closer relationships with their suppliers. ©Basware 2018

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ABOUT DHL EXPRESS
DHL Express transports urgent documents and goods reliably and on time from door-to-door in more than 220 countries and territories, and operates the most comprehensive global express network. With a fleet of more than 250 aircraft, DHL Express is also one of the largest air carriers worldwide.