



DHL Express Doubles Savings & Improves Shipper Experiences with Supplier & Carrier Relationship Management App

Challenge

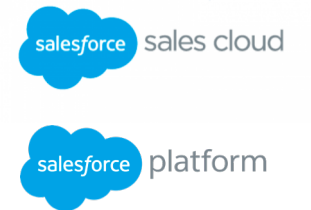
Previously manual, labor-intensive procurement process to manage and track suppliers and carriers with multiple disparate systems

Fragmented data across teams lead to inefficiencies, limited reporting visibility and difficulty to identify cost savings opportunities

Solution

Leveraged Salesforce to create custom mobile carrier and supplier relationship management app, enabling procurement team to match most cost-effective providers with customer needs across transportation groups in UK, US, Europe & Mexico

Boosted efficiency and speed of global procurement process driving 2X savings in one year, and improved supplier satisfaction and retention



2X

Cost savings achieved in 1 year

