

ECR BALTIC FORUM 2008



IT CUSTOMER INTEGRATION - BEYOND EDI

Kenneth Verlage / Helena Stéen
Riga, November 5, 2008



Facts about DHL Global



285,000 employees
120,000 destinations served
77,000 vehicles
> 1,5 billion shipments per year
4.2 million customers
6,500 offices worldwide
Subsidiaries in > 220 countries
and territories
420 Aircrafts

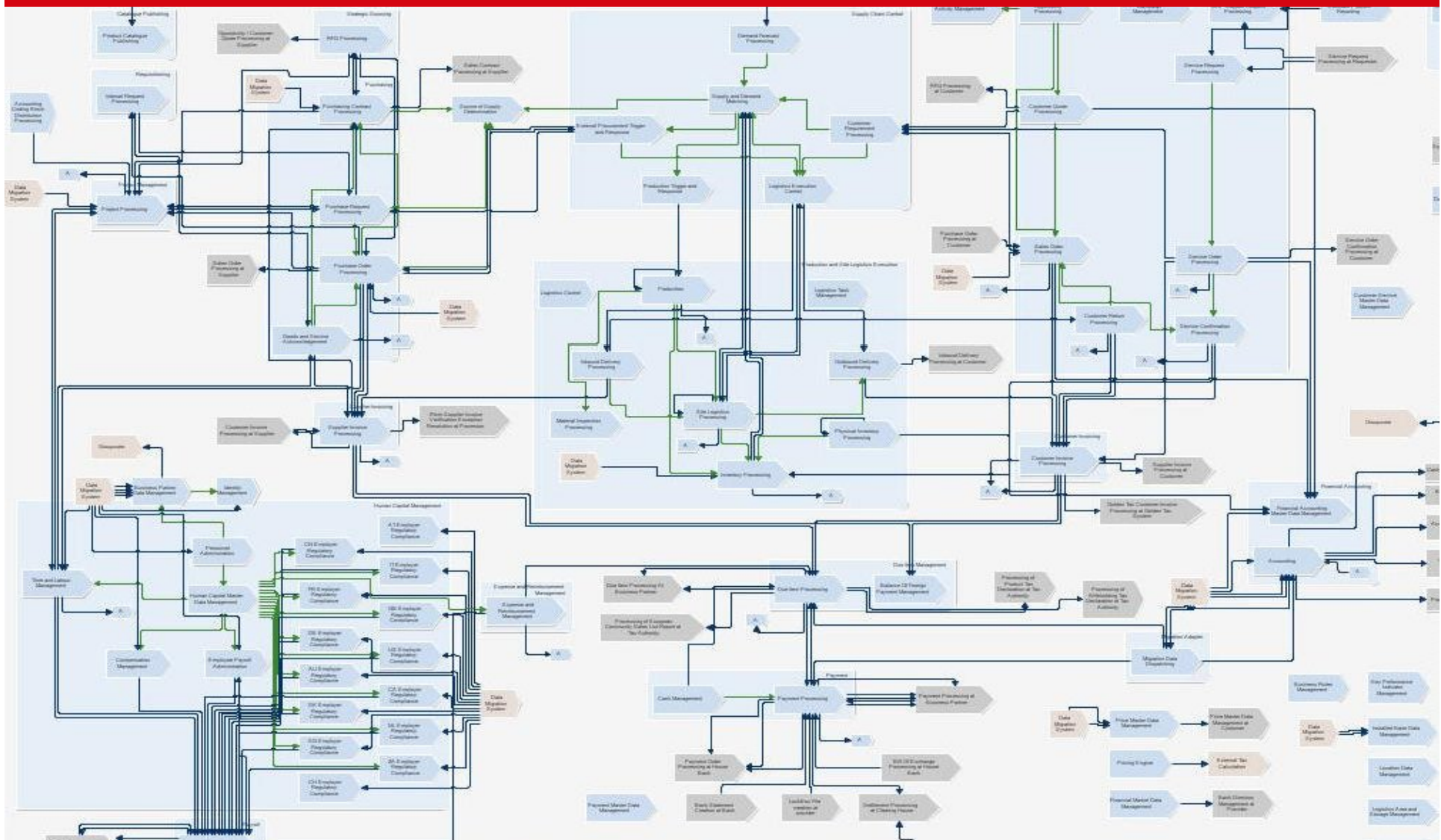
DHL is 100% owned by Deutsche Post World Net

IT is about Business

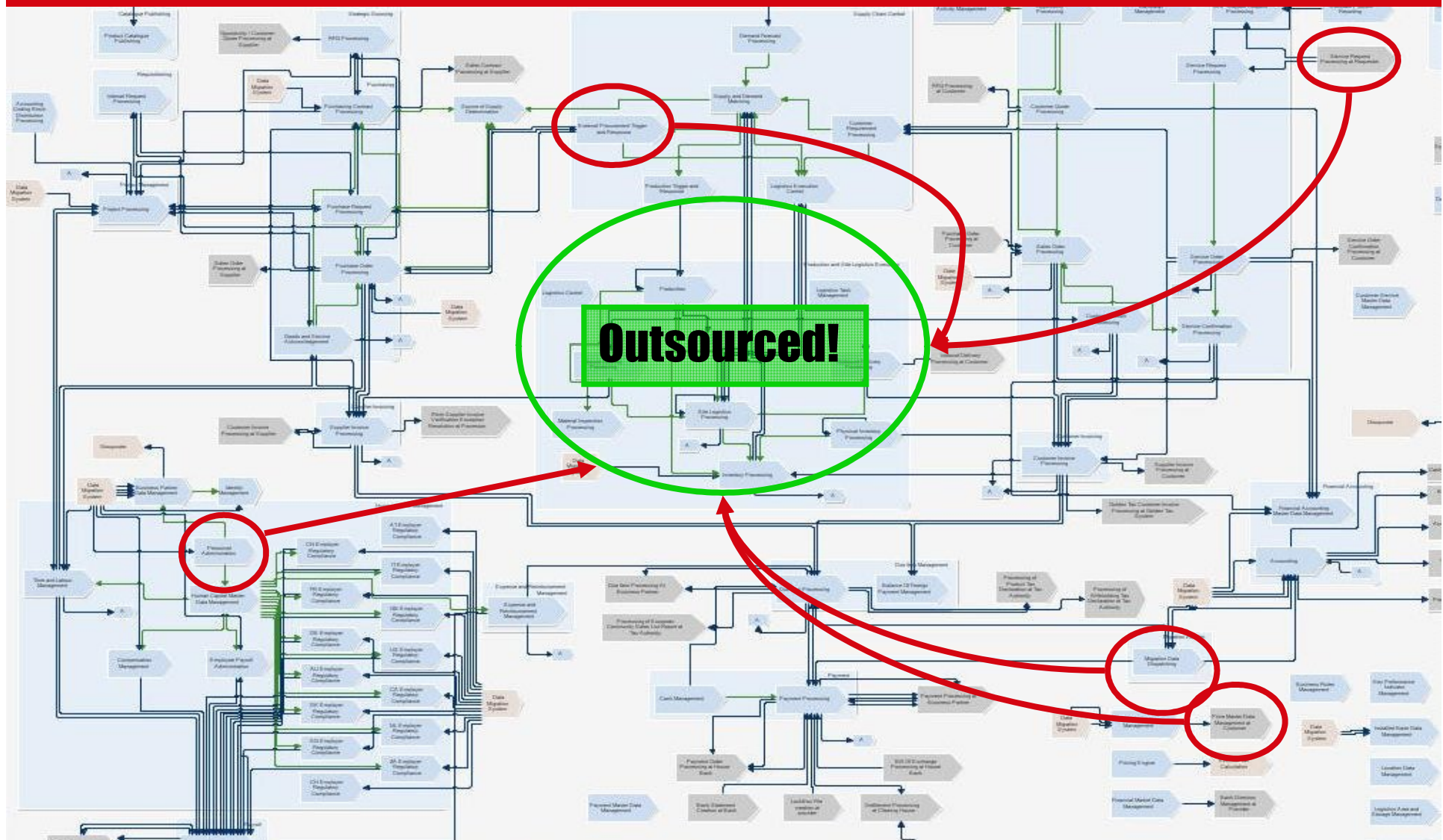
Beyond EDI: Connected Businesses



Business Processes

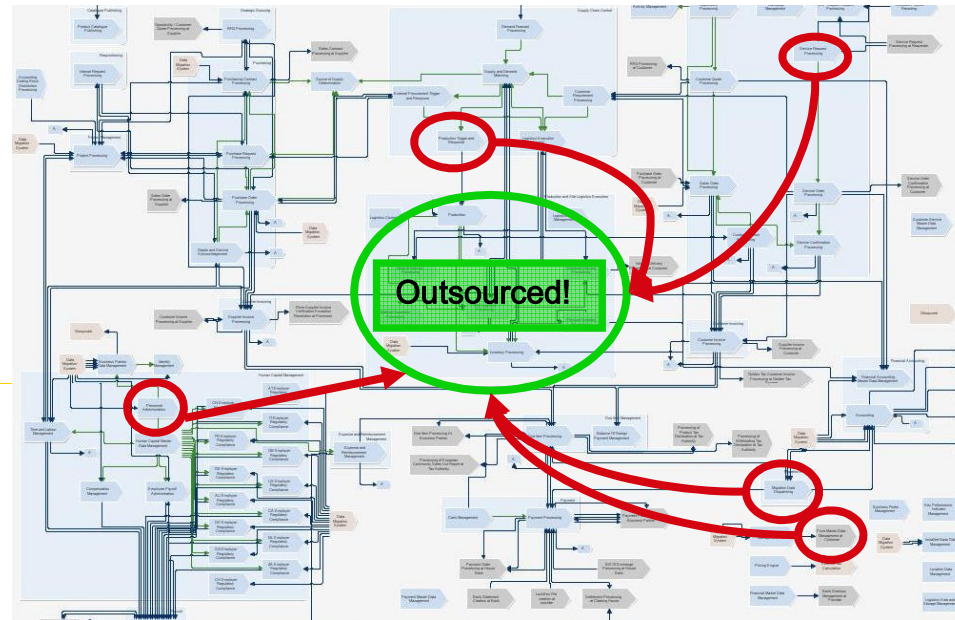


Business Processes

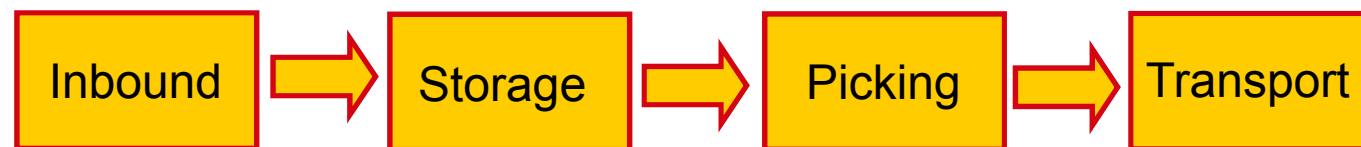


Business Processes

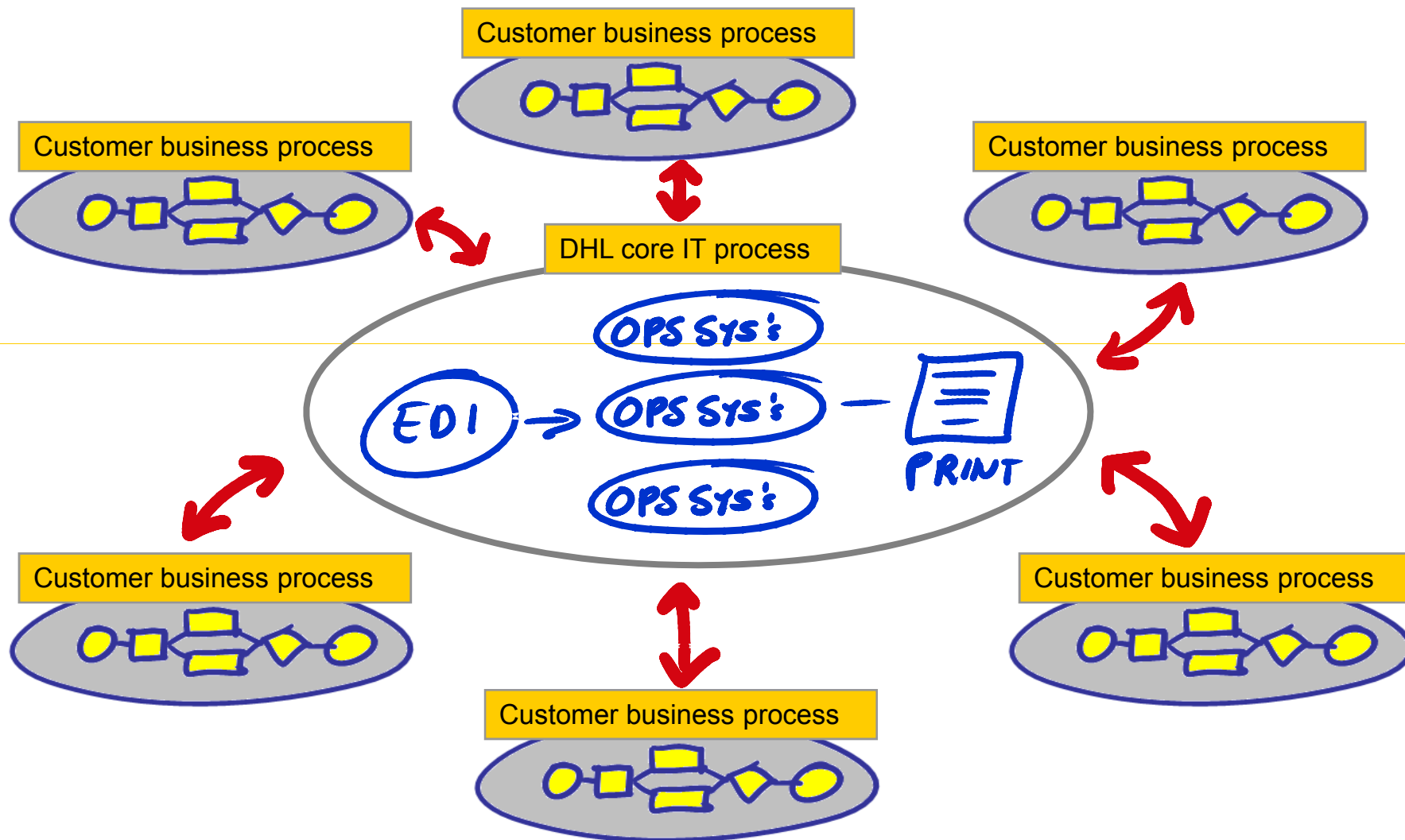
Customer business processes:



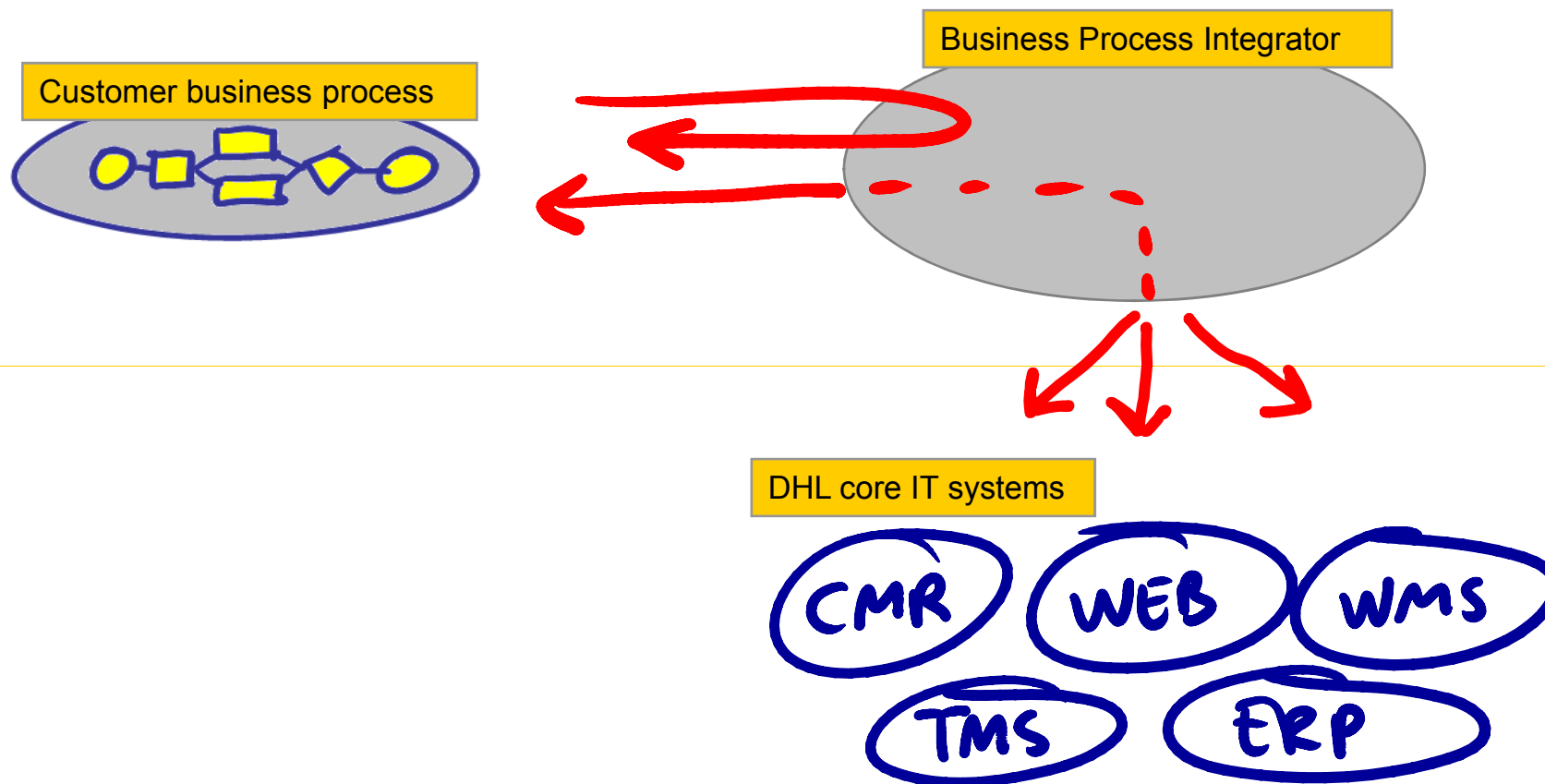
DHL core processes:



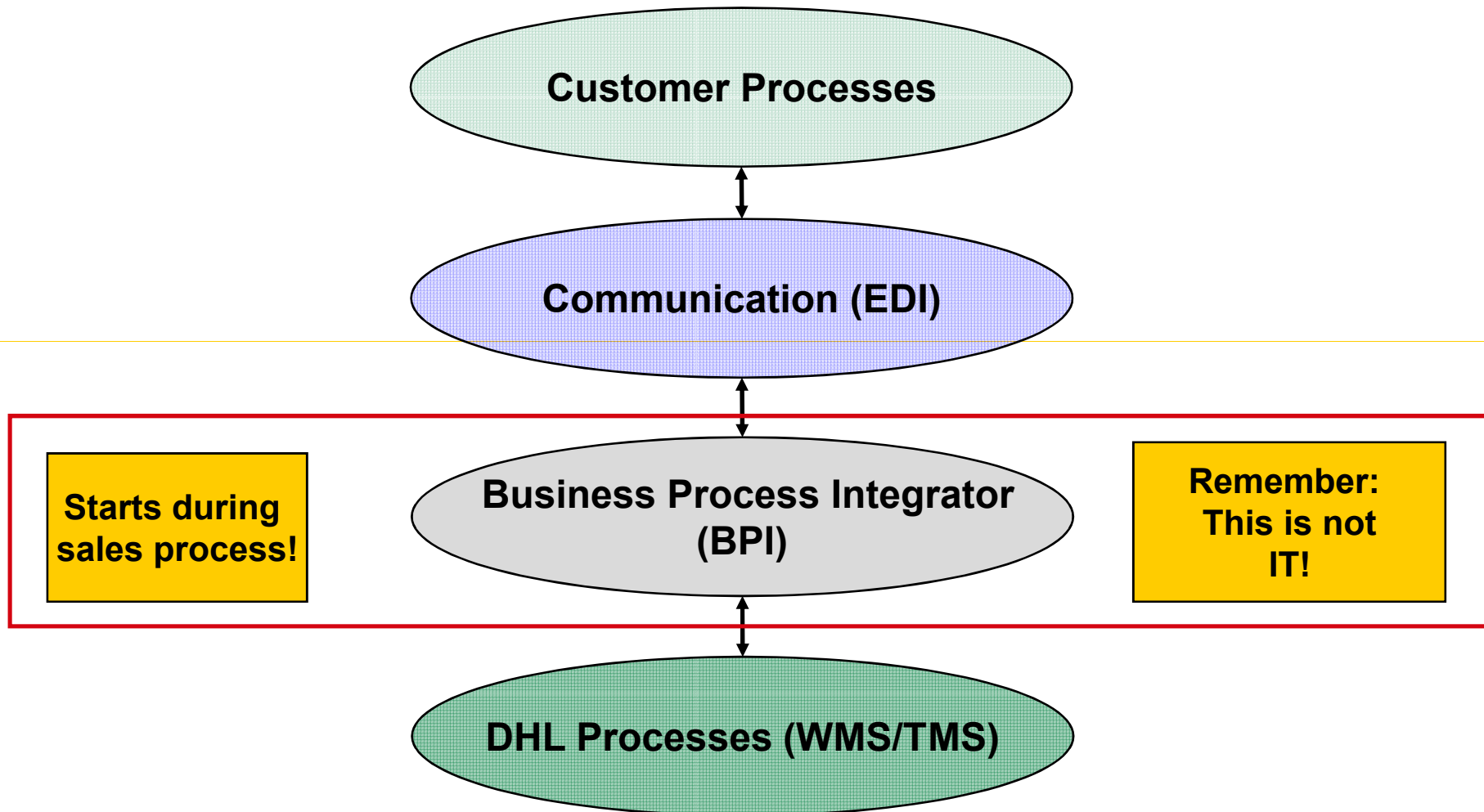
Traditional EDI Interfacing



Beyond EDI: Business Process Integrator (BPI)



Beyond EDI: Business Process Integrator (BPI)



THANK YOU FOR
YOUR ATTENTION



ECR *Baltic*
Efficient Consumer Responce

Understanding the Community for Growth

