

How technology enables DHL Global Freight Forwarding to deliver end-to-end visibility



About DHL Freight Forwarding



Part of the Deutsche Post DHL Group



31,000 freight forwarding experts



Operations across 190+ countries



Air, ocean and overland freight forwarding

Challenge

DHL Global Forwarding were looking for an advanced transport management solution that would enable them to take their ocean freight operations to the next level, provide complete transparency to their customers, and deliver consistent and high quality service to their global customers.

Solution

When it came to the decision to outsource a solution versus building their own TMS in-house, it was CargoWise's deep integrations and broad functionality that made it the most obvious solution for DHL Global Forwarding.

"We realised that we don't have to do everything ourselves, by ourselves, so we looked for the best technical solution out there. We also asked ourselves, what drives our customers and what do we need to do in the future to be better? And with that in mind, we decided to go with CargoWise as our core transport management system."

Results

Since implementing CargoWise as their core TMS, they've seen increased productivity, and improved integration, automation and communication across their global network. Another key milestone in their IT roadmap was the launch of myDHLi, a new digital offering that provides their customers with 360-degree transparency to manage their transportation needs.

"Without a modern system and modern architecture behind us, we would not have been able to provide this kind of data quality to our customers and that's where CargoWise played a really important role in our delivery of myDHLi.

"CargoWise helped us a lot in making sure that we can start this journey, and with this system in place, we now have a basis to really continue the transformation of our organisation and also how we want to work in the future," said Mr Scharwath.

[Read the full case study >](#)

"Transparency is the name of the game in our business. Our customers expect that we are able to ship something from A to B, but they also expect us to be transparent and to have detailed information about the shipment, and CargoWise always gives us that transparency."

Tim Scharwath
CEO DHL Global Forwarding, Freight

Benefits

- ✓ One global data entry point
- ✓ Real-time data visibility
- ✓ Automation of processes