

Efficient automated delivery note management with DocuWare

Customer Profile

DHL Supply Chain Iberia is a subsidiary of Deutsche Post DHL Group, the world leader in logistics services, with operations in 220 countries and over 550,000 employees.

In Spain, DHL Supply Chain has 53 warehouses and over 3,500 employees and serves customers from all sectors of the economy thanks to its specific solutions tailor-made for each customer.

Sector: Logistics

Solution: DocuWare Cloud

This logistics industry leader is working hard on its digital transformation journey, and for this purpose it has established a strategic alliance with Ricoh for its printing, communication and collaboration, robotics and labeling solutions. Its constant search for ways to innovate is one of the values it shares with Ricoh.

In fact, Ricoh and DHL have worked together on the application of innovative technologies such as augmented reality or smart lockers, which have been deployed in warehouses to improve their processes. The two companies share values such as sustainability (green logistics or GoGreen) and the wish to connect people.



“DocuWare is a tool that is very easy to implement, has great potential and is easy to use and understand”

IT Project Delivery Manager of DHL Supply Chain Iberia

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The Challenge

Due to high demand resulting from e-commerce, DHL Supply Chain has increased the number of facilities devoted to e-commerce operations. The most recent of these, which is located in the town of Illescas, Toledo (Spain), boasts 37,500 square meters and 600 employees to support one of the leading online fashion companies.

DHL Supply Chain receives over 84,000 delivery notes per year from three of its largest customers, in some cases with more than 30 pages per note.

In order to automate the data capture and extraction process for each document, it currently employs two people full time and is seeking a solution to manage these delivery notes that will also reduce its use of paper. Data is entered through various channels, either physically (in which case the document must be digitized) or digitally (by mobile phone, email, etc.).

The company needs a sound, robust and standard platform for all its customers, and it needs to make these processes more efficient. Furthermore, it seeks a solution that can be integrated with other systems of the company, such as its ERP system, a cloud option for accessing important information from anywhere, and that complies with its stringent security and compliance policies.

“DocuWare Cloud’s features were a perfect fit for our operational needs. Its ease of use and speed of implementation provide significant added value.”

Juan Manuel Sen, IT Project Delivery Manager of DHL Supply Chain Iberia

“It is a user-centric solution that covers very specific needs, which are met with very advanced, high-quality technology”.

Juan Manuel Sen, IT Project Delivery Manager of DHL Supply Chain Iberia

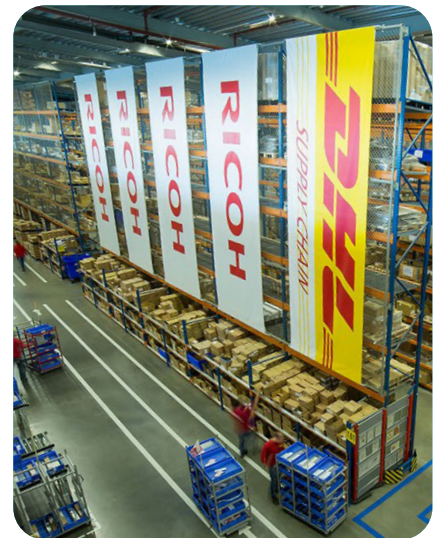


The Solution

In order to support the digital transformation process embarked on by DHL, Ricoh provides the multinational logistics company with support in its document-related challenges. In order to capture and extract the data from delivery notes, DHL Supply Chain chose scanning and intelligent indexing and decided to implement the DocuWare Cloud solution.

In addition to providing an economical option with very contained costs, the significant reduction in resources required for its implementation ensures maximum efficiency in this process. The company achieves savings in the time spent on this routine task by its staff, as well as in the amount of paper used and fewer human errors.

Furthermore, it improves the agility of processes compared to manual data entry, and it optimizes resources. “Like all routine and monotonous tasks, managing delivery notes is an exhausting and not very productive task. With a document management system such as DocuWare, this process is automated and the quality of the information processed is improved. This improvement in turn means that some warehouse processes can be carried out significantly faster. This is in addition to establishing synergies in the use of the service that standardize processes from different sites and bring them into line with each other,” adds Juan Manuel.



The Benefits

Before implementing DocuWare Cloud, delivery notes were entered into the system manually, and DHL Supply Chain had two people working on this task for eight hours a day. With the new solution, only one person working half a day is enough to feed all the documents into the system. In other words, the company has reduced by 75% the time previously spent on carrying out this manual, monotonous and repetitive task, and the time saved can now be spent on value-added tasks. "For a logistics leader, this technological advance entails a significant optimization of processes as well as an improvement to their quality. What used to take hours and produce only relatively good quality now takes minutes and without room for mistakes," asserts Juan Manuel.

This process automation results in increased security and control over the processing of information, assigning roles to each person involved in each phase to ensure good governance. Automatic alerts and notifications have been established in parallel to this to monitor follow-up and increase the speed of the traceability, processing, validation and approval of each document.

"Ricoh has been collaborating with DHL in another more traditional line of services (printing) for some time, in a relationship that has always been very positive and enriching, so we have not hesitated to move forward in our relationship with more cutting-edge services. In summary: trust and service."

Juan Manuel Sen, IT Project Delivery Manager of DHL Supply Chain Iberia

Information search and retrieval capabilities are also of great value to the company. In this case, this is for one of its largest customers in the food industry, for whom DHL Supply Chain acts as an intermediary with its suppliers. This means that employees of the company have to check and compare each order with its delivery note on receipt of the order, and data extraction and matching through robotization (RPA) is key in this data comparison task. Verification errors have been reduced to a great extent and, where the data does not match, incidents can be created and managed much more quickly in this digital channel.

Due to the scalability and flexibility of the document management solution implemented by Ricoh, DocuWare Cloud is being deployed at several customers of the logistics company in Spain. In addition, it has already been considered a best practice internally and will be presented at European level in the next few months.

