

basware

Simplify Operations, Spend Smarter.



CASE STUDY

DHL EXPRESS

Driving business efficiency with automatic invoice matching and processing.





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

Gabrielle Philippens, BPO Consultant,
DHL



INDUSTRY:
Logistics



LOCATION:
Global



SOLUTIONS:
Basware AP Automation
Basware Network



DHL Express' goal was to standardise and automate its entire procure-to-pay process across more than 100 countries around the world. Basware was chosen to reduce the company's team workloads and simplify reporting on a global scale.

INTRODUCTION

DHL is a leading global brand in the logistics industry. It offer an unrivalled portfolio of logistics services, ranging from national and international parcel delivery to industrial supply chain management.

With 350,000 employees in more than 220 countries and territories worldwide, DHL connects people and businesses securely and reliably to enable global trade flows. DHL Express, a division of DHL, believes that automation and standardisation can improve efficiency.

Having successfully implemented Basware for DHL Freight in Norway back in 2013, DHL Express recognized the value of Basware solutions to help standardize the P2P process and gain consistent reporting for KPIs.

CHALLENGE

DHL Express' overarching aim was to standardize global policies and processes.

Standardization would be based on defining a core model and process template. The template would determine how systems could be configured and how processes would be run globally, though some adaptations would be necessary to comply with local regulations in certain countries.

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

▄▄ Working together for three years, it's rolling out smoothly. 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. ▄▄

Gabrielle Philippens, BPO Consultant, DHL

SOLUTION

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

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

With agreed configuration established and a set of best practices instituted the rollout was quickly expanded to additional locations. 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.

When it comes to implementation, the DHL team has learned some valuable lessons through its phased approach. Keeping scope creep at bay is key when it comes to timely implementation and maintaining a global standard.

DHL put in place a global scope that they have been careful not to deviate from for each country. Changes are deemed necessary if they are a legal requirement or have a strong business case to support them.

“ Rollouts are happening smoothly and on time. 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 bottleneck. ”

Gabrielle Philippens, BPO Consultant, DHL



OPTIMIZING THE PROCESS

100%

invoice
recognition

4+

ERP
integrations

50+

countries
onboarded

RESULTS

For DHL, the biggest benefit of Basware is automation. Workloads have been reduced because invoices are automatically matched rather than being manually handled by accounts payable, and e-invoices are fully recognized.

Reporting has also dramatically improved with DHL able to 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.

GET IN TOUCH

MORE CASE STUDIES

Basware is the only procure-to-pay and e-invoicing solution provider that empowers businesses with 100% spend visibility through 100% data capture. Our cloud-based technology enables organizations to fully manage their spend, mitigate financial risk and reduce the cost of operations via automation. Basware has offices in 14 countries.

©Basware 2021 • Image source: DHL Express

basware

A close working partnership between DHL and Basware has been critical for meeting every implementation deadline. Basware has now been integrated with SAP, Oracle, SUN, and JBA System 21, all from a single Basware installation.

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

“Sometimes we face challenges, like legal requirements or withholding tax issues, but Basware is always able to find a solution. We've never endangered a go-live so far, and I think that's pretty amazing.”

Gabrielle Philippens, BPO Consultant, DHL

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



TAKEAWAYS

- 100% invoice recognition
- Automatic invoice matching
- Significant reduction in invoice processing time
- Efficient and accurate reporting

BASWARE.COM

