

INVESTOR RELATIONS SERIES

EXPERIENCE EXCELLENCE. SIMPLY DELIVERED.

Tim Scharwath

CEO DHL Global Forwarding, Freight

Thomas Grunau

Global Head of Business Strategy and Digitalization DGF

20 May 2020

myDHLi QUOTE +
DHL GLOBAL

G

nt and Ocean Freight (FCU/LCL) quotes,
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SHIPMENT

From

Country / Region*

Type here...

To

Country / Region*

Type here...

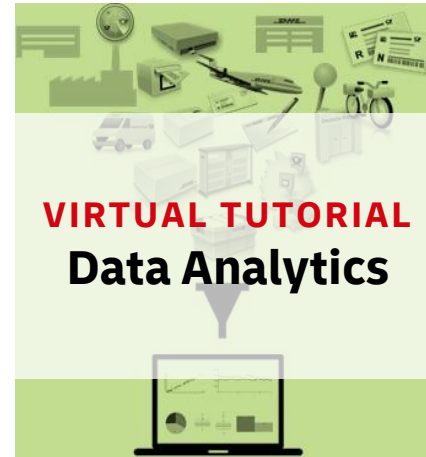
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I am a business (B2B) customer. Private or DHL
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DGFF: myDHLi

INVESTOR RELATIONS SERIES: Experience Excellence. Simply Delivered.



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Tim Scharwath

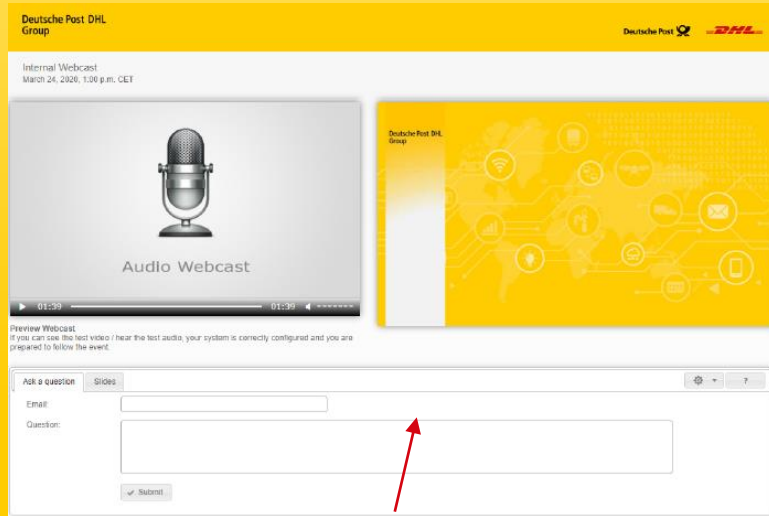
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Q&A

Please either use the chat function to submit questions...



Enter your email and question here, then press submit.

Questions will not be posted or visible to all (like Skype chat), they will only be read out.

...or ask questions live using the following dial in details:

**Dial-in by phone:
+49 30 232 531 411**

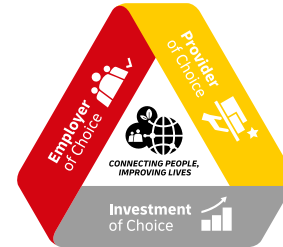
CURRENT STATE OF THE FREIGHT FORWARDING MARKET



Digitalization is a key cornerstone of our Strategy 2025



STRATEGY 2025
Delivering excellence
in a digital world



OUR DGFF PLAN

Digitalization is key in the freight forwarding industry to become more effective and efficient and to create growth opportunities

**More
standardized
processes**



**Enhanced
transparency**



**Improved
customer
interaction**



**Simplified
interactions**



Technology will simplify and accelerate many steps in the forwarding process



**ADDITIONAL
FEATURES,
SERVICES +
GROWTH**



**HIGHER
OPERATIONAL
EFFICIENCIES +
GP CONVERSION**



DGFF has a strong position in the market and the right initiatives in place

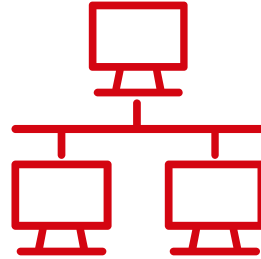
Market position and capabilities

 #1  #2

 #2

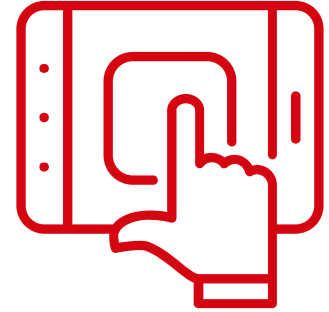


IT Renewal Roadmap (IRR)

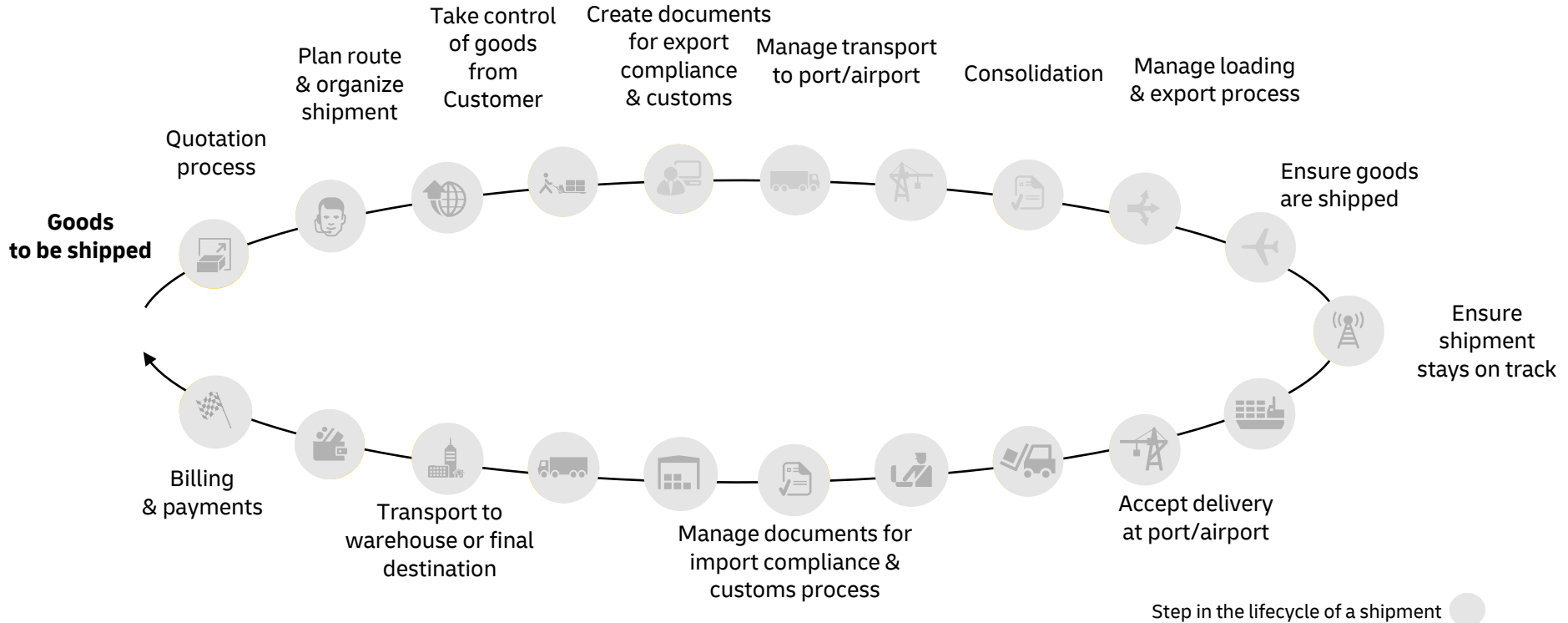


Foundation of further modular applications for internal efficiencies

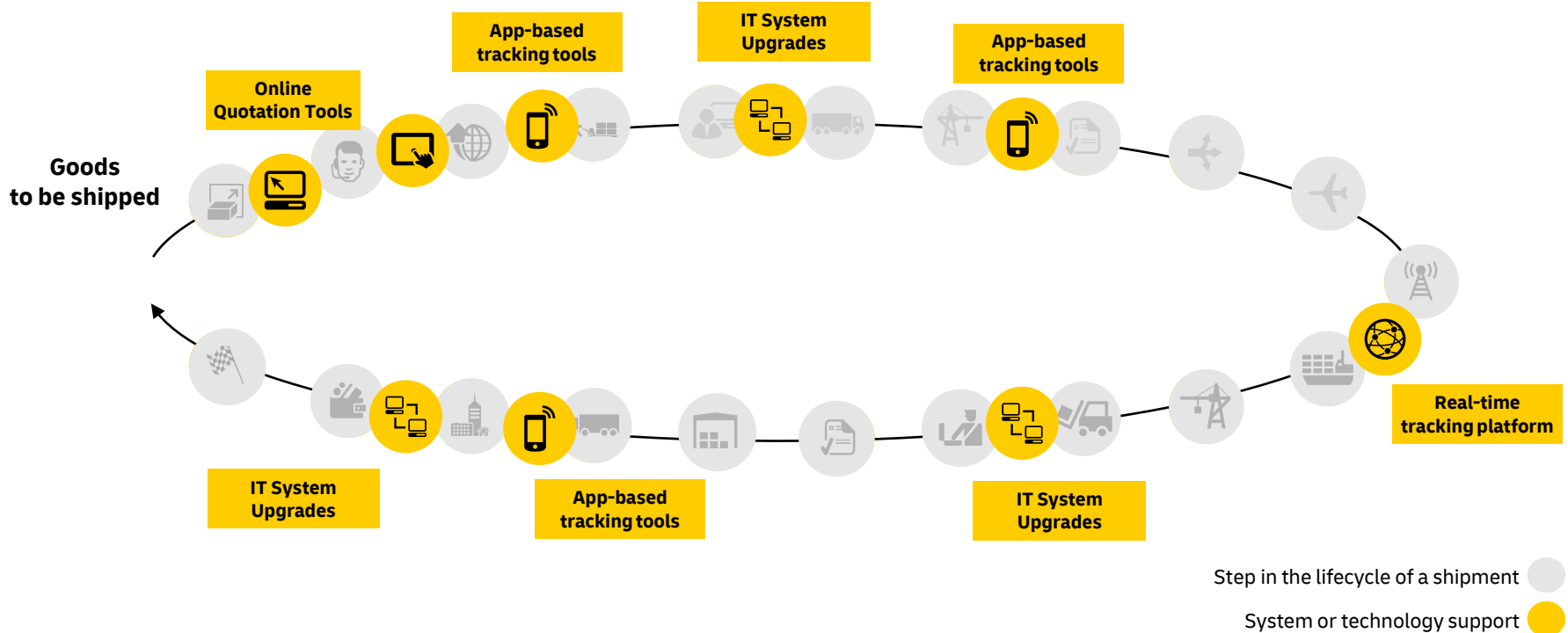
Digital Customer Experience



The lifecycle of a shipment is a complex process and technology investments are key to success



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Implementing IT Renewal Roadmap helped us to modernize our IT landscape and establish seamless end-to-end processes digitally

IT Renewal Roadmap (IRR): Our Digital backbone



New TMS



Paperless forwarding



Quotation tool



Track & trace / shipment visibility



Steering Logic



... and many more

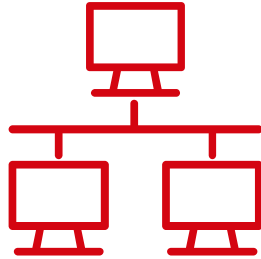
Quotation to Cash

Carrier Booking to Payment

Pickup to Delivery

Rollout of CW1 and digital backbone progressing well – Benefit realization started

IT Renewal Roadmap



*Foundation of further modular
applications for internal
efficiencies*

Status of Implementation

- We consider the CW1 rollout in OFR as completed
- In AFR at >30% volumes/files on CW1

Benefit realization started and **enables** further **automation: E2E shipment ownership, data accuracy and gradual harmonization of processes and application landscape**

Offshoring of processes to our Global Service Centers enables us further levers for potential savings and standardization

Global Service Centers

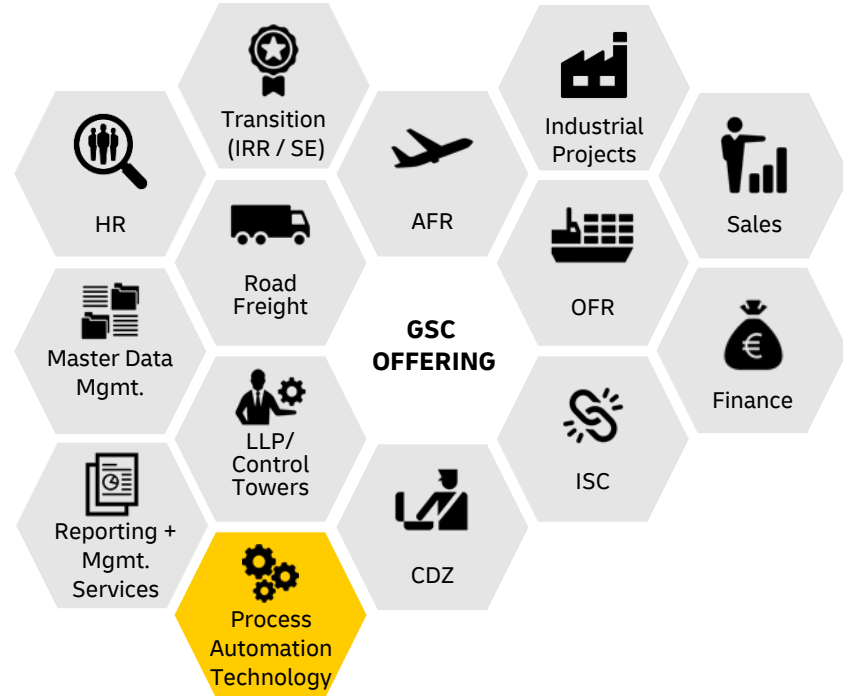
Chengdu (CTU)

Mumbai (BOM)

Chennai (MAA)

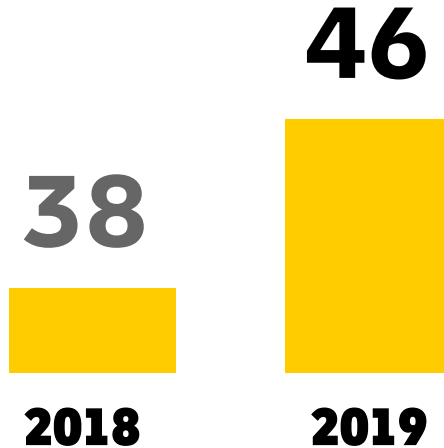
Manila (MNL)

Bogota (BOG)



Our Customer satisfaction increased while implementing the system and gradually adapting processes

DGF Net Promoter Score



CUSTOMER FEEDBACK

Source: Net Promoter Approach (NPA)

Note: Net Promoter Score (NPS) is the net calculation of the following %s: $NPS = \% \text{ Customers scoring } 9-10 \text{ ('Promoters')} \text{ minus } \% \text{ scoring } 0-6 \text{ ('Detractors')}$, on a scale -100 to +100.

DGFF has a strong position in the market and the right initiatives in place

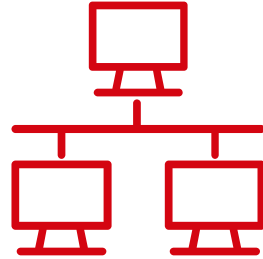
Market position and capabilities

 #1  #2

 #2



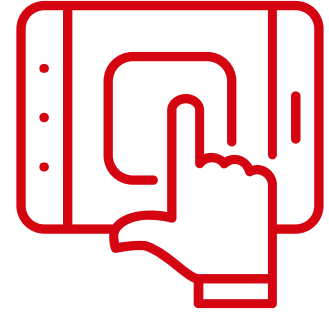
IT Renewal Roadmap (IRR)



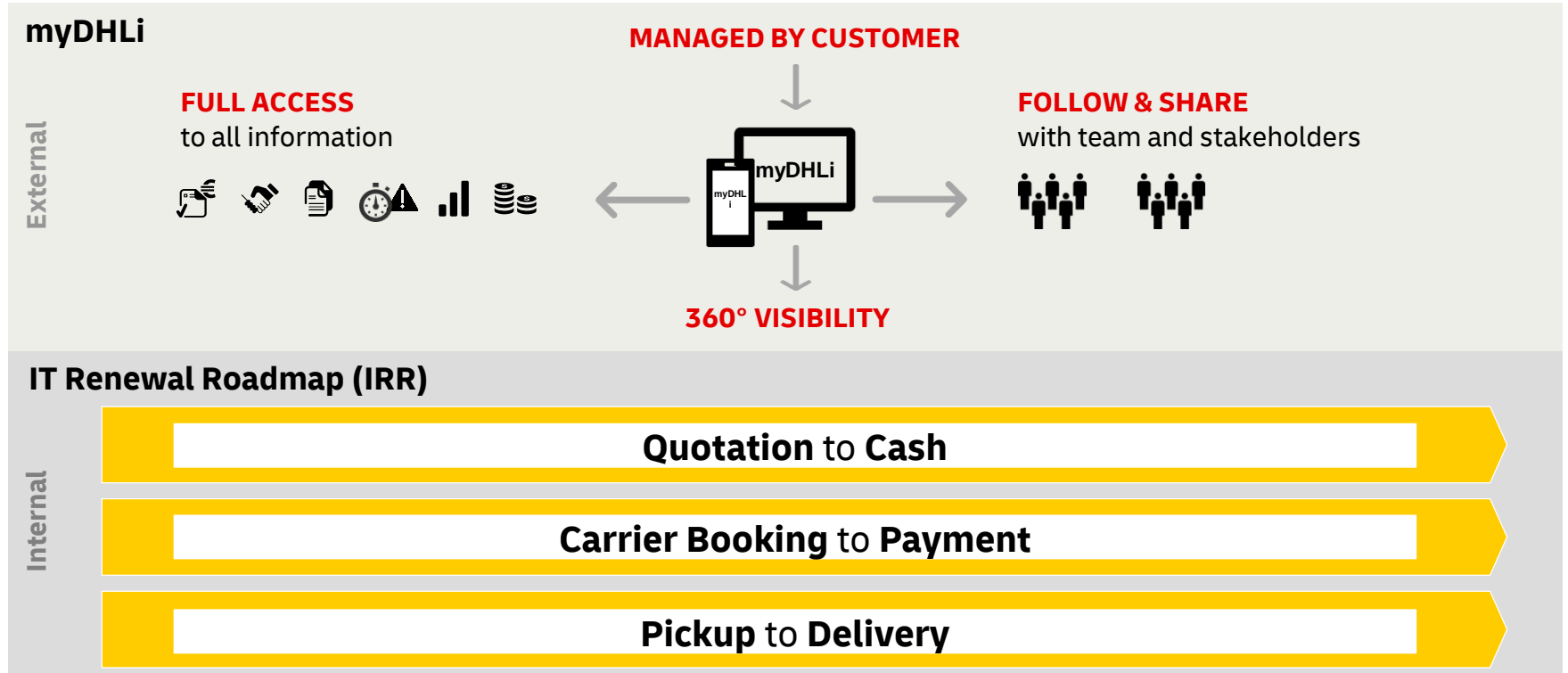
Foundation of further modular applications for internal efficiencies

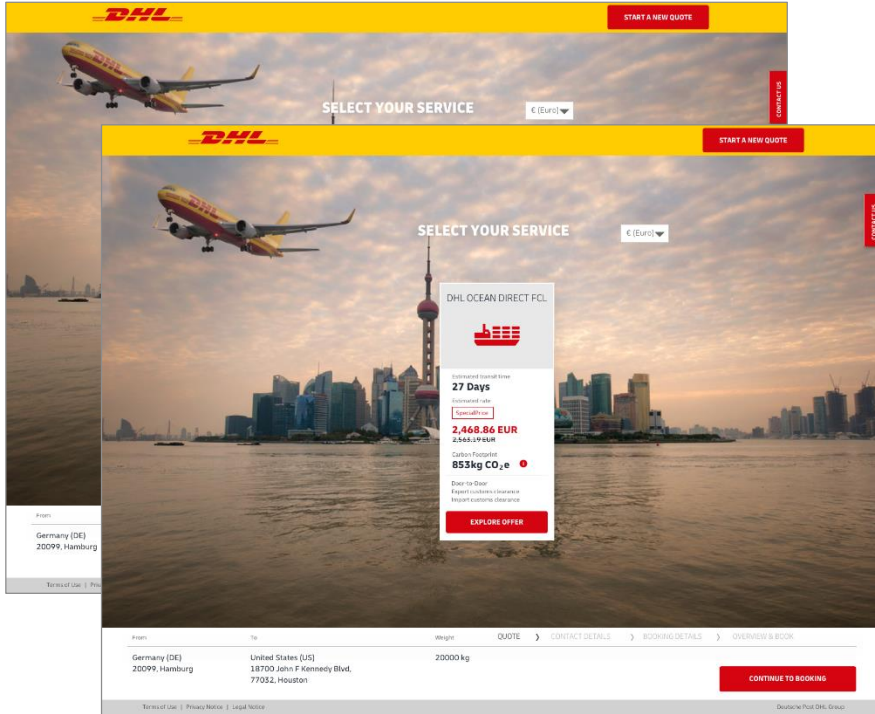


Digital Customer Experience



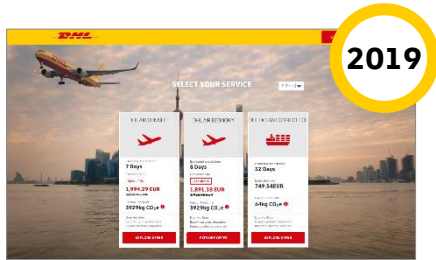
With IRR & Digital Customer Interaction we are enhancing customer experience while increasing operational efficiency



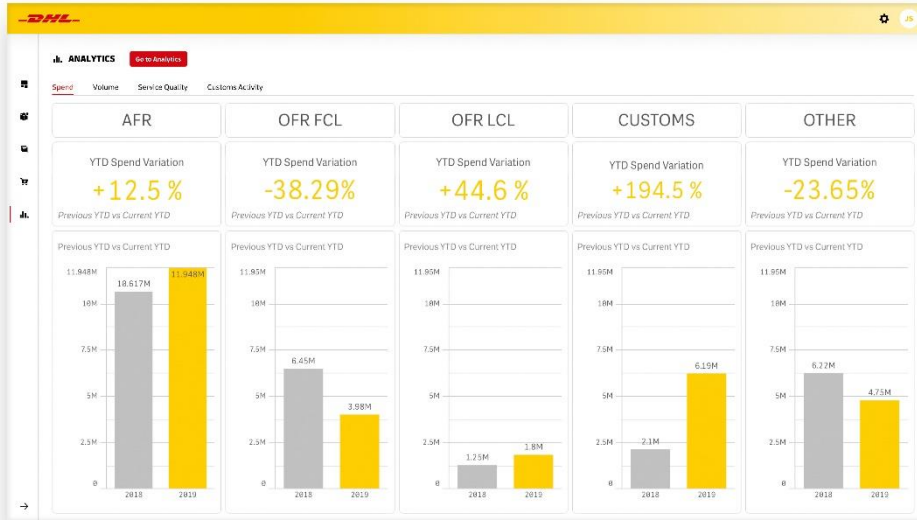


myDHLi QUOTE + BOOK

- **INSTANT QUOTES AND BOOKINGS**
- **AIR AND OCEAN FCL + LCL**
- **COMPARE PRICE, TRANSIT TIME AND CARBON EMISSIONS ACROSS MODES**



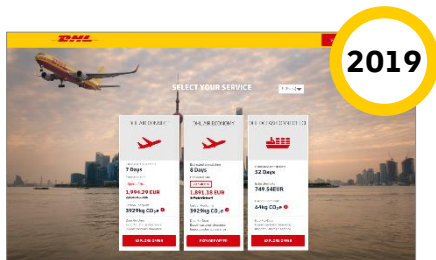
QUOTE + BOOK



myDHLi ANALYTICS

SET OF STANDARD DASHBOARDS

- SPEND (INVOICES)
- VOLUME
- SERVICE QUALITY
- CUSTOMS ACTIVITY



QUOTE + BOOK



ANALYTICS

CUSTOMER EXPERIENCE

**360°
VISIBILITY**

**MULTI
CHANNEL**

**SIGNALING
ACTION
NEED**



Customer's challenges

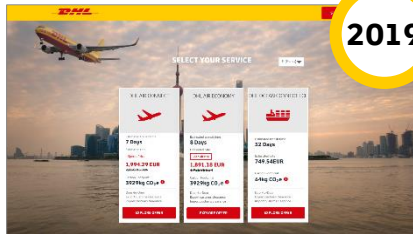
**“I NEED TO KNOW THE SHIPMENT STATUS,
BECAUSE I NEED TO INFORM MY CUSTOMER.”**

**“I DO NOT HAVE JOINT VISIBILITY OF MY
SHIPMENTS WITH MY SUPPLIERS.”**

**“WE LOSE SO MUCH TIME EVERYDAY WAITING FOR
EMAIL REPLIES AND ASKING FOR INFORMATION.”**

**“I WANT TO SEE THE SHIPMENTS THAT NEED MY
ATTENTION RIGHT AWAY, INSTEAD OF CHECKING EVERY
SINGLE SHIPMENT.”**

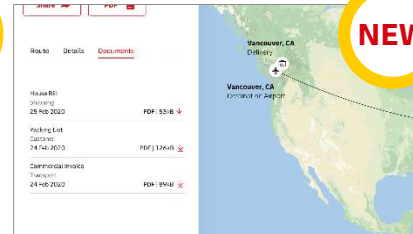




QUOTE + BOOK



TRACK



DOCUMENTS



ANALYTICS

myDHLi

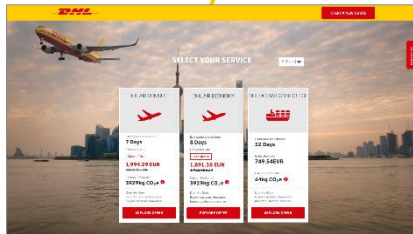
**FOLLOW
+ SHARE**

INTRODUCING **SOCIAL MEDIA FEATURES** TO THE LOGISTICS INDUSTRY

- **FOLLOW A SHIPMENT** AND RECEIVE NOTIFICATIONS ABOUT UPDATES
- **SHARE A SHIPMENT** WITH COLLEAGUES, CUSTOMERS AND SUPPLIERS

myDHLi

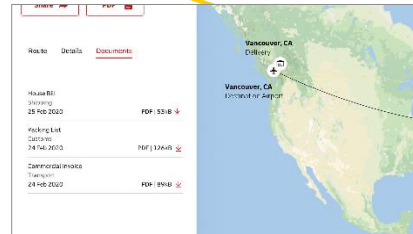
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QUOTE + BOOK



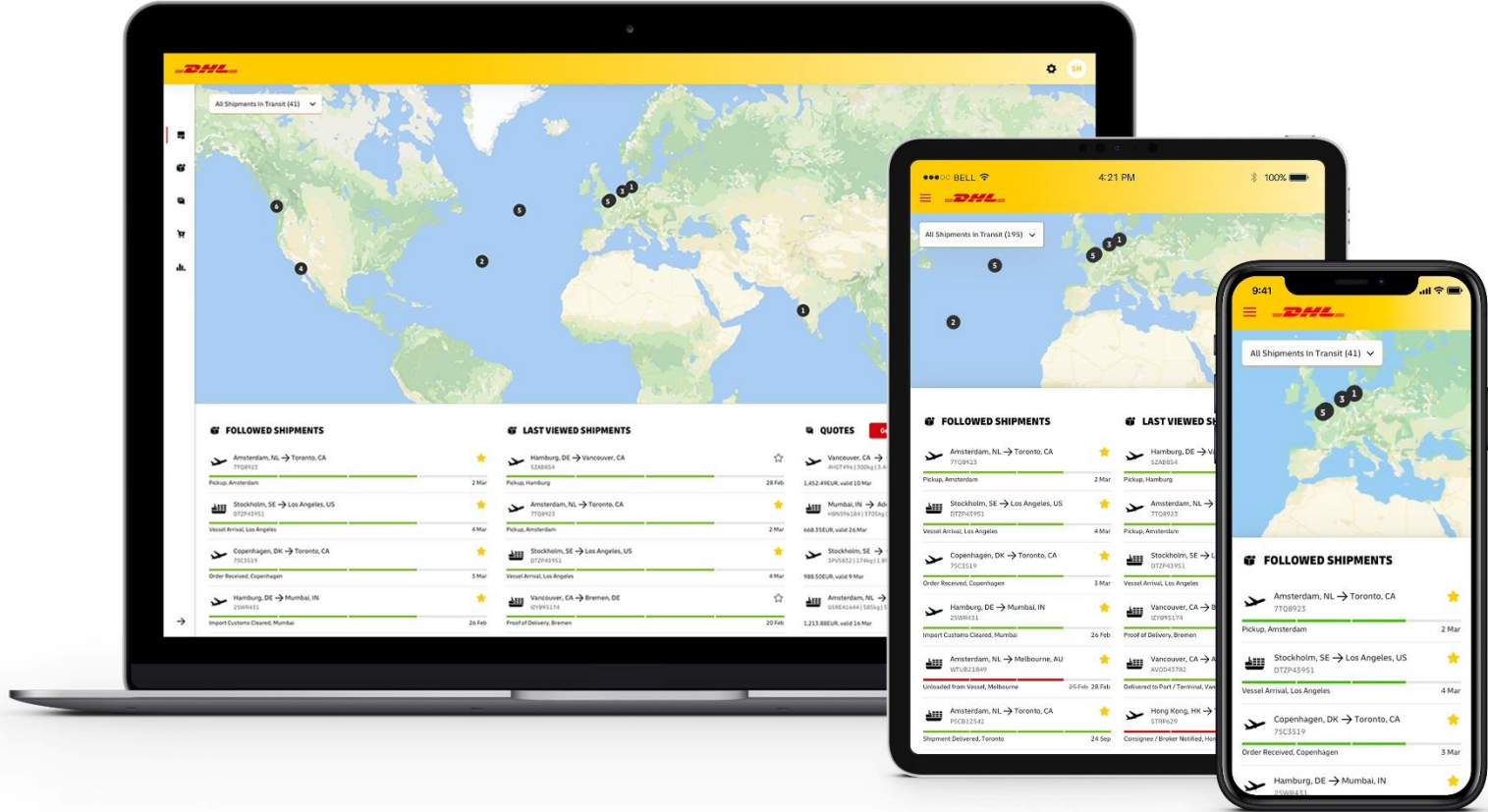
TRACK



DOCUMENTS



ANALYTICS



**“I REALLY LIKE THE SYSTEM,
IT HELPS ME A LOT THAT I INSTANTLY
GET AN OVERVIEW OVER ALL MY
SHIPMENTS AND CAN SEE IF THERE
ARE ANY NEW UPDATES TO THEM.
THIS SAVES ME A LOT OF TIME [...].”**



NATULIQUE®

**OUR CUSTOMERS’
FEEDBACK**

**“[...] IT'S MUCH BETTER THAN THE
CURRENT PLATFORM, [...] THE
PORTAL IS MUCH MORE USER-
FRIENDLY AND IS A MORE EFFICIENT
COMMUNICATION MODEL.”**

**OUR CUSTOMERS’
FEEDBACK**

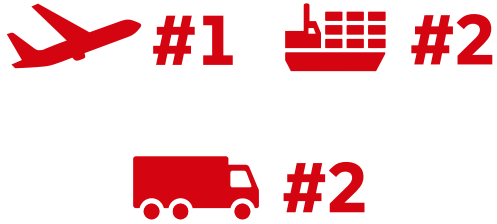
LIVE DEMO

PLEASE CHANGE TO THE OTHER SCREEN

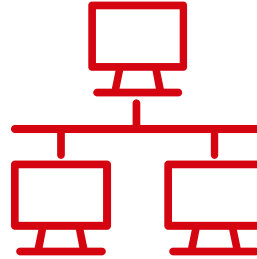


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Market position and capabilities



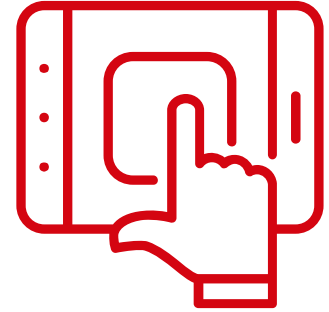
IT Renewal Roadmap (IRR)



Foundation of further modular applications for internal efficiencies

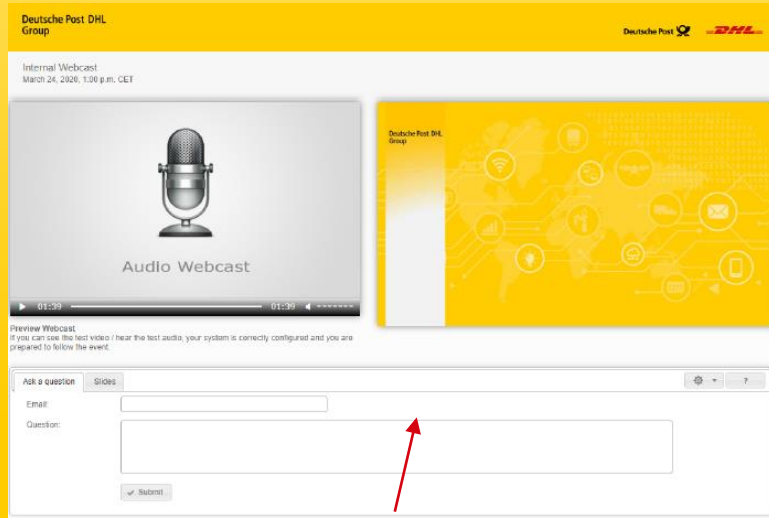


Digital Customer Experience



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THANK YOU