

DHL Americas Innovation Center opens to accelerate development of new solutions for improved logistics and supply chain operations

- **DHL is committed to investing in new technologies in coming years**
- **Based in the Chicago area, the center will serve as a gathering point for DHL technology partners and customers to explore new solutions**
- **Center taps the innovative spirit that has defined DHL since its inception in 1969**

Rosemont, IL, Sept. 12, 2019: DHL is expanding its global innovation footprint to the Americas region with the grand opening here today of its Americas Innovation Center. Joining the DHL Innovation Center in Troisdorf near Bonn, Germany, and the Asia Pacific Innovation Center in Singapore, the Americas Innovation Center will exhibit technologies that DHL is already implementing across the region as well as investigate future solutions that can provide significant productivity and efficiency gains.

“Innovation has been a driving force for DHL since its inception in 1969,” said Ken Allen, CEO of DHL eCommerce Solutions and Board Member for Customer Solutions & Innovation at Deutsche Post DHL Group which looks after DHL’s largest customers. “Now with three Innovation Centers around the world, DHL can leverage the power of innovation to serve customers and play an active role in shaping the future of logistics. DHL is an organization that prioritizes thinking differently to deliver excellence, and I’m proud we now have this platform in the Americas to extend these capabilities to partners in their own backyard.”

The state-of-the-art 28,000 square foot facility provides a collaborative space for DHL to work with its customers, its technology partners, and academics as well as tap the innovative power of its employees. Establishing the new center in the Americas is a high point in the celebration of DHL’s 50th anniversary this year. The opening event drew more than 300 guests including technology and logistics industry leaders, customers from across the region, local officials and DHL senior leadership.

“Innovation enables DHL to be at the forefront of game-changing solutions for the supply chain industry,” says Matthias Heutger, Global Head of Innovation and Commercial Development at DHL. “The Innovation Centers are the nucleus of our customer-centric innovation approach. They provide the platform for understanding emerging trends and discovering insights with the potential to drive real-world business impacts. DHL was the first player to utilize picking robots, for example, in North American warehouses. Self-driving robots to support order picking can

increase picking rates up to 200% which is significant in a fast-moving, globalized e-commerce environment.”

The four DHL business units operating in the Americas are committed to investing in coming years in the development and adoption of new technologies that can improve operations, better the customer experience, lower costs and facilitate better workplace processes for its employees.

As a global leader in logistics, DHL continuously evaluates innovative customer-centric solutions, already implementing a variety of advanced technologies to boost productivity, lower costs and better serve evolving customer needs. For instance, DHL Supply Chain, the contract logistics specialist within Deutsche Post DHL Group, has already seen significant productivity increases, especially in peak season, by using various robotic solutions including automated guided vehicles that can ferry goods through warehouses, mobile robots that can facilitate order fulfillment in e-commerce operations and collaborative robots designed to help with repetitive tasks, such as picking and packing. As part of its commitment to invest in new technologies, DHL Supply Chain said last November it would be investing \$300 million in 2018 and through this year to deploy emerging technologies to 350 of its 430 North American facilities and transportation control towers. The company is also investing in the development of a new digital platform to manage its transportations operations.

DHL Express, the world's leading international express delivery company, will continue to add more automation at its regional hubs, gateways and service centers, introduce robotics to help with shipment loading/unloading, expand the use of AI and machine learning for better route optimization, apply repetitive process automation for billing tasks as well as continue the addition of chatbots and voice recognition tools for bookings, order tracking and improved customer service.

DHL Global Forwarding, the top specialist in air and ocean transport, is working with improved technology to track packages and handle temperature-sensitive shipments as well as implementing warehouse automation with RFID tracking to track cargo location, shipment consolidation and shipping schedules. DHL Global Forwarding unveiled yesterday a new advanced data analytics tool designed for clients with highly sensitive cargo such as the life sciences and healthcare sector. It provides quick analysis and insights for better decision-making such as the optimal trade lanes to utilize, verification of temperature controls in transit, and the ability to



analyze and reduce risks. Like DHL Express, DHL Global Forwarding is using virtual reality for employee training programs in several countries in the Americas. DHL eCommerce Solutions, a major provider of domestic and cross-border delivery services for online retailers, is also using automation and robotics to improve productivity in its distribution centers. It's utilizing new software solutions to optimize inventory management for its merchants and improve the last-mile delivery experience for consumers.

For more information about the DHL Americas Innovation Center and how DHL is at the forefront of innovation in the logistics industry, please [click here](#).

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50 Years DHL

In 2019 DHL is celebrating 50 years since the company's founding by three entrepreneurs in San Francisco in 1969. DHL began as a disruptor to the traditional delivery industry, circumventing bureaucracy with an innovative new service to deliver documents by air overnight. Since then, DHL has grown into a globe-spanning family of DHL companies with about 380,000 employees in over 220 countries and territories that covers the entire spectrum of logistics and supply chain services. DHL's customer-centricity and can-do culture have fueled five decades of innovation – from the DHL 1000, one of the first word processing computers in the world, to using the purpose built StreetScooter, an environmentally friendly delivery vehicle powered by an electric drive and developed by Deutsche Post DHL Group. With the Mission 2050 commitment to reach zero group-wide emissions by 2050, DHL is continuing to be a trailblazer in the logistics industry.

DHL – The logistics company for the world



DHL is the leading global brand in the logistics industry. Our DHL family of divisions offer an unrivalled portfolio of logistics services ranging from national and international parcel delivery, e-commerce shipping and fulfillment solutions, international express, road, air and ocean transport to industrial supply chain management. With about 380,000 employees in more than 220 countries and territories worldwide, DHL connects people and businesses securely and reliably, enabling global trade flows. With specialized solutions for growth markets and industries including technology, life sciences and healthcare, energy, automotive and retail, a proven commitment to corporate responsibility and an unrivalled presence in developing markets, DHL is decisively positioned as “The logistics company for the world”.

DHL is part of Deutsche Post DHL Group. The Group generated revenues of more than 61 billion euros in 2018.