



# DHL Supply Chain

## Germany & Alps

**DHL Supply Chain Germany & Alps needs scalable and futureproof track and trace capabilities with proactive delay notification for a customer in the Fashion industry in the South of Germany. Simacan offers them complete tracking of their deliveries in real time and retrospectively at trip level.**

### DHL strives to improve service for customers

DHL sought a customised Track & Trace solution integrated with an advanced notification service. After conducting extensive research into various one-size-fits-all solutions that might meet their requirements, Simacan was chosen alongside Aventeon. The primary reason for selecting Simacan was our capability to seamlessly integrate with diverse systems and software.

### DHL Supply Chain at a glance:

- ✓ DHL is the leading global brand in the logistics industry
- ✓ DHL Supply Chain is the contract logistics division of DHL Group
- ✓ Focussing on store deliveries in the Fashion industry in Germany

### Daily customer reports

Through the collaboration between Simacan and Aventeon, DHL gains access to comprehensive post-trip performance information. These detailed reports offer insights into planned versus actual performance, enabling DHL to determine whether agreed service levels are being met.



## Notification and instructions for drivers

The implementation of Simacan and the driver app by Aventeon on the drivers mobile devices, allows DHL to systematically guide their drivers with notifications and instructions through the entire process of loading, in-transit and unloading.

In addition to facilitating interaction with drivers through this app, an automated geofencing feature operates in the background. This virtual fence or perimeter around a physical location detects movements within the defined area. Geofencing ensures that an automated timestamp is recorded in the digital logbook, verifying arrival or departure. With automated geofencing,

is always up-to-date. As soon as a delay of +5 minutes is foreseeable, a one-time text message with basic information about the delivery, the current delay situation and a link to the Track and Trace portal for further live updates is sent to all affected recipients.

In case of delays during loading or unloading of more than 30 minutes that cannot be retracted or caught up a notification will automatically be triggered for all affected recipients. The notification functionality to inform all recipients ahead of time is a key advantage of Simacan.

***Simacan is able to provide a future-proof and scalable solution for all the business requirements DHL Germany & Alps needs.***

it is no longer necessary to manually inform others of an arrival at the location.

## Notification of recipients and tracking

With Simacan DHL has access to state-of-the-art estimated time of arrival (ETA) calculation and tracking. DHL requires that ETA notification of recipients starts 30 minutes before the planned delivery time.

To obtain the most accurate ETAs, the GPS position of the vehicles in combination with smart algorithms and real time traffic information is continuously updated. This way the arrival time

## Simacan is a best-of-breed solution

In short, one of DHL's main goals is to automatically inform the various stakeholders within their delivery processes (e.g. planners, replenishment planners, DC/location managers, shop employees, etc.) about delays and to keep them up to date about the further course of events. To combine and integrate traffic information with mobile device information, different API's have been provided by Simacan.

Simacan is able to provide a future-proof and scalable solution for all the business requirements DHL Germany & Alps needs. And with the smart transport execution management capabilities of Simacan DHL is able to gain transparency along the supply chain.



**Request a free demo of Simacan!** +31 (0)33 887 4000 | [info@simacan.com](mailto:info@simacan.com)

