



Our hunt for an ideal documentmanagement solution has reached global proportions, but it turns out that the answer was right in front of us all along – just across the River Rhine at SER.

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## ● BEST PRACTICE

<b>Company</b>	DHL Express
<b>Area of application</b>	From archiving delivery notes to a global, multifunctional document management system
<b>Industry</b>	Logistics
<b>Employees</b>	77,000
<b>Turnover</b>	Approx. 11.8 billion
<b>Company headquarters</b>	Bonn, Germany
<b>Integration</b>	Customer portals, internal DHL Express applications
<b>Project Partner</b>	HP Enterprise Services (Development & Integration, SaaS operations)
<b>Project Scope</b>	Global

### Challenge

- The old, decentralised systems did not offer consistent access to electronic documents
- High, uncertain operating costs
- Limited functional extendibility
- No guaranteed performance or response times
- Different solutions for long-term and short-term archiving

### Objectives

- Scalability: Central management of a growing number of documents and document types
- Standardisation: Alignment of document management processes
- Costs: Improved archiving costs through synergy and SaaS models
- Compliance with all legal requirements worldwide

### Solution

- DHL “Global Imaging Archive (GIA)” based on Doxis
- High-availability solution
- Long-term archiving for documents with retention obligations
- Scalable document volumes, functionality and number of users
- Global availability for users throughout the world

# Brief Project Description

## Initial Situation

DHL has long relied on the use of electronic document filing processes, with its main focus on the ability to access information in real time all over the world. However, the old archive currently in place did not offer consistent access to the electronic documents and only had limited functional extendibility. Not only this, but different solutions were required for long-term and short-term archiving. DHL made the decision in 2010 to introduce a uniform, company-wide DMS solution. After carrying out a detailed analysis, DHL entered into a partnership with Hewlett-Packard to create one of the largest commercial document archives in the world. The software of choice was the Doxis from SER. The objectives were to establish conformity with all legal requirements worldwide, higher flexibility and an increase in speed thanks to the immediate access to documents on the archive.

## Reasons for SER

It was important for DHL that the new solution met not only existing functional requirements, but also those that may arise in the future. The decision to adopt the HP SaaS concept, which is based on Doxis, was the result of a comprehensive selection process.

## Solution

- A multifunctional, high-availability, extendible document-management system based on the Doxis iECM Suite

## Users

- Approx. 32,000 active users

## Integration

- With customer portals – such as delivery confirmations in Track & Trace – as well as with internal DHL Express applications, such as customer service, operations and customs handling

## Document volume

- Current volume of documents stored: 3.1 billion; growth/month: 130 million

## Implementation

The electronic archive currently includes 66 different document types, from the operations, customer service and finance industries, right through to aircraft maintenance. Even documents from the invoicing and shipment recording systems are added to the archive. The stored documents are available around the clock. The system is hosted by the HP Data Centre in Frankfurt am Main. Plans are underway to introduce electronic records and workflow- controlled processes.

## Benefits

- **DHL employees** Direct, worldwide access to all documents relating to DHL applications; ability to download documents to send to customers
- **Customs and tax authorities** Suick access to pro- forma invoices and documents relating to hazardous materials
- **Customers** Instant access to proof of delivery including recipient signature; access to transport packages in the form of unforgeable documentation

## Used Doxis Modules

### Search

- Text Mining
- Keyword
- Full text

### Integration

- ERP
- HR
- CRM

### Input

- Email

### Capture

- Capture/Scan

## DOXIS

### Clients

- Windows
- Mobile
- Web

### Storage

- Archive
- DMS

### Files & Processes

- eFiles
- Task & Process Management/BPM

### Extraction

- Invoice
- Inbound mail