

# ELECTRONICS

**SAMEDAY**

## CASE STUDY | Document Management

### PROBLEM:

One of our clients, a document management innovator, had a potential nightmare on its hands. Each week, the company had one-of-a-kind courier runs that involved retrieving mail from the post office, repackaging it, keeping it safe, and then re-delivering it to multiple locations. To get everything done, the client was relying on over a hundred different couriers — all working independently from one another. Not only were logistics and tracking proving difficult to manage, the system was also becoming more and more costly.

### SOLUTION:

In one word, consolidation. DHL Same Day stepped in to manage and oversee day-to-day logistics for the multiple runs, thus consolidating everything under the DHL umbrella. Sure, outside couriers were still needed to help meet the needs and deadlines of each unique run, but the stress of coordination was lifted from the client and easily handled by DHL Same Day. Suddenly, instead of dealing with a hundred couriers, the company only had to deal with one courier — us.

DHL Same Day was tasked with coordinating setup, finding the most efficient yet cost-effective couriers, handling all negotiations, and brokering courier relationships. One of the ways we helped make the entire process easier and more efficient was to engage CityLine — our flexible, on demand delivery service. CityLine employs ASAP and RUSH services and uses the latest tracking and monitoring technology to retrieve and get documents where they need to be — especially in narrow, time-critical windows.

What's more, there were numerous instances in which we were able to accommodate better trucks to consolidate some of the courier runs to make the shipments that much more economical and efficient. Ultimately, our services enabled the client to widen its reach, get more done, and save money by moving all its shipping needs and obligations over to DHL Same Day. And whether it's for this client or any other of the clients we serve, we will always look for the best ways to customize our services to meet the unique needs of any assignment.

In the end, our solution was not necessarily a heroic one. It wasn't about getting a package to its destination 15 minutes before closing, or saving the day. This success story was really about how DHL Same Day made, and continues to make, life easier for one of its most valued clients.

Because of our customized shipping services, flexibility, and our ability to jump in and take over large-scale operations, the client has benefited greatly from our partnership. Today, its daily shipping runs are more efficient, less expensive, and a whole lot easier to manage. It's a partnership that's in shipshape.

*Customer Response: "For our unique runs, we needed a unique partner. And we found it in DHL Same Day. They discovered ways to save us both time and money in areas that other couriers couldn't. Now, everything is more economical and efficient, and our day-to-day shipping services and relationships with our clients have vastly improved. Our only regret is that we weren't working with DHL Same Day sooner."*



### About DHL Same Day:

A subsidiary of DHL Express, DHL Same Day has more than 30 years of experience in Next Flight Out, Hand Carry, Charter and Dedicated Drive delivery. Its global network provides superior service and local knowledge necessary to satisfy emergency shipping requirements.

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