

## DHL GLOBAL MAIL BMS



DHL Global Mail is DHL's worldwide expert in providing customised solutions for mail and B2C parcels. DHL Global Mail maintains one of the world's largest delivery networks, with around 100 sales offices and 40 production centres over five continents.

### THE CHALLENGE

Following numerous company acquisitions, DHL found itself operating several different core business systems to manage the various services it offered to its customers. At any one time up to three different systems were used to invoice a single customer. This was inefficient and costly to maintain.

DHL Global Mail wished to implement a solution that enabled them to invoice all of their customers using one single system.

### OUR ACTIONS

Objectivity worked with DHL Global Mail to enhance its existing Business Management System (BMS) to allow it to support the invoice process for all of its different customer types.

### THE RESULTS

From a technology perspective the project was all Oracle based development.

#### KEY ACHIEVEMENTS

- Increased operational efficiency and reduction in costs

#### CORE TECHNOLOGIES

- Oracle

#### Microsoft Partner

Gold Application Development  
Gold Business Intelligence  
Silver Collaboration and Content

