

## DHL GLOBAL MAIL EXTRANET



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

DHL Global Mail wanted to reduce costs and increase customer satisfaction by providing self service to its customers.

### OUR ACTIONS

Objectivity developed an Extranet that allows DHL Global Mail's customers to view information pertaining to their orders via the web. Also a facility to raise quotations via a dedicated application and the ability for internal applications to be accessed via an intranet. In essence the Extranet provides a reporting window on the information held by DHL Global Mail that pertains to a particular customer.

### THE RESULTS

The customer can now use the Extranet to provide up-to-date information regarding the status of orders and advance information regarding invoicing etc.

The technology used to deliver this application was Java and Oracle.

#### KEY ACHIEVEMENTS

- Full on-line order tracking
- Online quotations
- Self Service
- Secure & encrypted data
- Reporting

#### CORE TECHNOLOGIES

- Java
- Oracle

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