

**IVU.locate at
 DHL Paket Deutschland**

**DYNAMIC
 ROUTE PLANNING
 FOR SAME-DAY
 DELIVERY**



INITIAL SITUATION

As online retail grows, the delivery business is changing with it. New services such as food sales over the Internet require innovative logistics solutions. DHL Paket Germany (DHL) is responding to these increased requirements by adding same-day and preferred-time delivery to its portfolio of delivery options. To integrate these delivery options, flexible, dynamic route calculations and flawless communication between all systems and components are key. DHL's existing location-intelligence and route-planning solutions were no longer suitable for the complexity of these new services.

OVERVIEW

Potential Customers	>15 million
Objectives	Optimised and automated route planning Integration within the DHL infrastructure High level of flexibility
Functions	Time-window compliance and delivery on the same day Location and area planning for depots
Special Features	Short computation time Shipment notification of end customers (text message/e-mail)



IVU.LOCATE AT DHL

AUTOMATICALLY COMPILING AND OPTIMISING ROUTES

AREA PLANNING FOR DEPOTS

GEOCODING OF CUSTOMER ADDRESSES

WITH **IVU.locate**

OBJECTIVES

The project **focused on the „last mile“**: the task was to enable optimised journey and route planning through to delivery. As well as being able to automatically assign routes to drivers, the implemented solution had to send notifications to end customers. DHL was particularly keen for the system to be quickly and flexibly adaptable to the continuously changing requirements and needs of end customers – for instance, short delivery times and the provision of detailed delivery information. To ensure the smooth and quick processing of orders, adequate external interfaces for retailers and mail-order firms as well as internal interfaces to existing, peripheral systems had to be created.

SOLUTION

DHL opted for the logistics system **IVU.locate**. The integrated software enables a continuously consistent data flow: from the management of customer data and sorting of packages for the vehicles to route displays for the drivers. Numerous interfaces enable order data to be imported automatically from existing DHL systems. This data is used for **geocoding of delivery destinations and route calculation and optimisation**. The IVU.locate standard software served as a flexible basis to meet the individual project requirements and



IVU.locate ensures a consistent data flow

the challenges of same-day delivery. As a result, IVU.locate was implemented and put into operation very quickly. Key data gathering and preparation processes such as shipment tracking and quantification were also easy to adapt.

With **dynamic route allocation**, DHL can easily integrate **same-day and preferred-time delivery** into its regular operations. Further interfaces also make it possible to automatically notify recipients of the scheduled time window of the delivery. If recipients are not present to personally accept their delivery, IVU.locate automatically plans a second delivery attempt. The system stores all data centrally and makes it available for a final analysis of the delivery rate via a management dashboard.

RESULTS

IVU.locate enabled DHL to introduce **same-day delivery**, an innovative service that adds a key component to its range of delivery services. Fast, automated calculation of routes allows a final iteration of just 45 minutes until the final release to the delivery agents. This enables DHL to offer **highly flexible time windows and preferred delivery dates**.

Thanks to optimised route planning, DHL is able to promptly deliver to end customers. Recipients are informed of the expected delivery date by **text message and e-mail** – a service that prevents long collection journeys and lengthy waits for packages, thus significantly enhancing customer satisfaction. Because the **software is highly flexible**, DHL can test new delivery methods in real-time operation and new services can be rolled out quickly.

„With IVU.locate, we were able to quickly establish a totally new service. Dynamic route planning allows us to integrate same-day and preferred-time delivery into our delivery processes easily. With this flexible system, we are also well prepared for future challenges in the logistics industry.“

Thomas Königs

Head of Convenience-, Packaging- & Last Mile-Solutions
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