

We Speak the Language of Transportation: Our Partnership with DHL eCommerce Sweden

Interview with Jonas Lindell, Managing Director at DHL eCommerce Solutions in Sweden.

Q. Please give us a brief overview of DHL eCommerce Solutions.

At DHL eCommerce Solution, we assist e-tailers in providing a superior delivery experience to their customers. In simple terms, this means ensuring that they receive their parcels on time and that the parcels are delivered with high environmental consideration and that customers have the flexibility to select their preferred delivery method. To accomplish this we have over 1600 fixed Service Points spread over Sweden, where you, as a consumer can pick up your parcel at a convenient time or choose to have it delivered to your door or even inside your door using our home delivery service.

Q. What are the challenges that DHL eCommerce Solution faces? And how has Trimble Maps supported you?

Apart from the Covid-19 effect, which resulted in a huge increase in e-commerce, the industry analysts predict that the Swedish parcel delivery market will grow at a rate of a minimum of 15% per year during the coming years.

In addition to being able to manage significant volume growth, we must also address three key areas:

1. The first is our ability to meet consumers requirements on cost-efficient deliveries. We know that we must optimise our business processes and rely on technology to help us plan and execute with higher efficiency. This is an area where Trimble's optimization tools help us.
2. The second is to better handle fluctuations in demand. We have enormous seasonal variations, with peak periods where a single day might carry the same volume as a month. We need to rely on Trimble's workflow application to easily scale up and quickly onboard new subcontractors.
3. The third involves the Customer experience. Trimble Maps has provided us with a Customer communication capability that provides our consumers with even more control. When a customer is waiting for a package, they can simply use their phone to amend the delivery location to one of our Service Points. Alternatively, they can authorize the driver to unlock a digital lock for their front door instead.

Q. What has contributed to your long-lasting relationship with Trimble Maps?

We have been working with Trimble since 2014. Initially, the relationship started with building our Service Point network, we have since developed the solution further. Whereby, last year we integrated the home delivery and customer communication capabilities. Trimble has proven to be reliable in terms of delivering on its promises. They understand the complexities of our business and their regional team is there to support us during deployment.

Q. What was the solution that was provided by Trimble Maps?

We use Trimble's solution both for managing parcel deliveries at our service points and for home deliveries. The system records all events using scanning of parcels and provides timely instructions to the personnel in the Service points and the drivers doing home delivery.



MAPS | Maps & Applications for Professional Solutions

A fundamental part of an efficient home delivery is to be able to optimize the route. Trimble's algorithms and map technology help us to plan how we can use vehicle, drivers, and time window constraints to be able to plan the most effective routes.

Q. What has your experience been like working with Trimble Maps?

Working with Trimble means that we stay at the forefront of innovation. By understanding the market and building solutions our collective strength allows us to reach new levels. A trustful and efficient partnership with Trimble is fundamentally efficiently growing our business.