



Contractor Management Module White Paper

DHL

DHL is the leading global brand in the logistics industry. The DHL family of divisions offer an unrivalled portfolio of logistics services ranging from national and international parcel delivery, e-commerce shipping and fulfillment solutions, international express, road, air and ocean transport to industrial supply chain management.

The Challenge

Finding a 'real time' agile solution that could support busy 'Service Centers' to track and maintain driver compliance, conduct random vehicle safety

audits to ensure compliance with Chain of Responsibility legislation, together with visitor control, all with full mobile capability.

The Goals

- A single cloud-based software system to manage onboarding, licenses, and insurances for 3PL contractors.
- An easy-to-access and easy-to use portal/interface for end users, including full mobile functionality.
- Availability for future expansion with the same system to include Risk

Management, Work Permitting, and Safety Management.

- Comprehensive, real-time reporting.
- Clear, 'traffic light' system to provide visual indication of compliance to legislation and DHL's compliance framework.
- A visitor management solution to support front of house management and provide visibility of visitor movement, in/out access and compliance to do so, together with automated alerts for managers.





DHL Global

Finding the Right Fit

DHL required a system that could be configured to the specific requirements of a fast paced, wide spread business which could be expanded to additional modules when required.

Quick implementation was critical together with ease of use for a diverse workforce with varying system maturity and skill.

- A user-friendly interface
- Rapid deployment experience
- Totally configurable solution
- Robust IT security requirements to meet DHL Cyber Security standards

Beakon was the selected partner with the ability to meet all of these requirements and much more.

The Outcomes

Delivery of a total software solution for contractor management compliance and on-boarding.

A mobile platform which is accessible across a vast 'service centre' network

A highly visible overview of contractor compliance to legislative requirements, licensing, insurance and on-boarding activities both at a local 'service centre' level and holistically across the entire network.

An automated auditing tool for fleet safety checks in a mobile, user friendly tool which provides genuine insight reporting to help manage risk.

Real-time visitor management system to support the in/out process and provide visibility of Who's on Site at all times.

Advice for Others

Selecting a solution which meets all baseline requirements straight of

the box provides upfront comfort that project 'must haves' will be met before any customising or 'nice to have' items are developed.

Strong planning and taking advantage of the depth of experience, which Beakon is happy to share, ensures best practice and proven methods were deployed at DHL.

Engaging a solution partner that was flexible and capable of customization with an agile, customer centric focus meant our final solution exceeded expectation in a highly complex environment.

Knowing there are further modules available also safeguards against inefficient and costly procurement of multiple systems to manage risk, safety, environment, quality, asset and wellbeing.



Find out more about this project

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