



As a leading global logistics company, DHL has established a strong presence in over 220 countries and territories worldwide since its founding in 1969. Headquartered in Germany, the company employs 400,000 individuals who work tirelessly to assist customers across borders, accessing new markets and expanding their business opportunities. DHL also offers services for more personal needs such as sending letters to loved ones.

Streamlining HR Operations: DHL Achieves 80% Increase in Efficiency with Automation

DHL, a global logistics leader, experienced a significant improvement in overall performance and gained additional time for strategic initiatives through the transformation of its HR operations.

THE CATALYST FOR CHANGE

DHL had a manual process in place for its human resources (HR) operations in the APAC region. The HR team in Singapore was using Excel sheets to track important employee information such as salaries, overtime and bonuses; leading to a lengthy and error-prone process. [Exigo Tech](#) recognised this as an opportunity to automate the process and improve efficiency. This automation not only saved time for the HR department but also ensured the safety of the data by storing it in a secure database server that could be easily accessed as needed.

NUMBERS THAT MATTER

- **< 8 Months:** The project was completed and made available for use within the timeframe of 8 months
- **0 Errors:** DHL's manual HR process previously allowed for a 5% error rate, but automation eliminated errors entirely, resulting in 100% accurate HR operations.
- **Data access for 1250+ employees:** Data can now be accessed in real-time without the need for sharing through email

THE IMPACT

- Automation of data collection resulting in real-time data availability and accurate report generation, leading to an increase in efficiency by 80%.
- Reduction of time spent on manual tasks, allowing the organisation to focus on more important tasks.
- Elimination of human error in manual processes, reducing chances of data inaccuracies.
- Improved data-driven decision-making and overall performance with better business outcomes.

PRODUCTS AND SERVICES

[Applications](#)
[Data & Analytics](#)
[Custom Development & Integration](#)
[Security](#)

SOLUTION

[Azure](#)
[Power BI](#)
[Security](#)

INDUSTRY

[Logistics and Transportation](#)

“Our association with Exigo Tech enabled us to automate our manual HR processes to improve our productivity and efficiency levels. The Exigo Tech team listened to our needs carefully and followed a step-by-step approach to implementation.

Sze Cheong Wong – Director, HR Systems APAC, Chor Hung Choy – Manager Compensation & Benefits APAC, Jitin Patel – VP Compensation and Benefits DSC APAC