> "I was probably spending about 10 percent of my time working on solving invoices for sites, it's gone from that to zero."

David Andres
Regional Sourcing Category Manager
DHL
Westerville, Ohio

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DHL

Crown's FleetSTATS® System Saves Time and Improves Fleet

APPLICATION

DHL is one of largest express logistics companies in the world, providing solutions in over 220 countries. In the United States, DHL has four business units; Supply Chain, DHL Express, DHL Global Forwarding and E-Commerce. Within the Supply Chain business unit, the company operates a fleet of more than 7,000 forklifts across multiple locations, recording the fleet's operating expenses in more than 500 cost centers.

CHALLENGE

With such a large fleet, DHL schedules thousands of service calls annually for routine maintenance alone, adding even more as breakdowns occur. The company had attempted to use a system to track and maintain invoices for repairs on all of their forklifts but problems with late invoices, lots of time invested in manually researching and processing charges and little to no visibility into service history and the costs associated with it. Management devoted about four hours of each week to resolving billing issues and ultimately had to rely on educated guesses regarding budget impact due to the lack of meaningful data. Making informed repair or purchase decisions was completely out of the question.

SOLUTION

DHL turned to Crown's FleetSTATS system to track their fleet maintenance and obtain the visibility into their fleet expenses and repair history that they had been missing. Electronic invoices can be reviewed and approved by management at the individual locations where the service was performed, ensuring quick and streamlined invoice processing and accurate estimates of their budgetary impacts. Managers no longer have to invest time in investigating individual repair charges, saving the company hundreds of hours per year. With an accurate service history for every truck in the fleet, managers can now make informed decisions regarding lift truck repair versus replacement when problems do occur and utilize service and repair data to proactively plan for future purchases that will help reduce downtime.

RESULTS

- The **FleetSTATS service tracking capability** provides DHL with visibility into the service history for every unit in their 7,000+ truck fleet

- The **electronic invoicing and local management approval** and ensures quick and accurate processing and saves more than 200 labor hours annually

- **Reliable service history enables** DHL managers to proactively plan for lift truck replacement and avoid unexpected downtime

SAVE MORE THAN 200 LABOR HOURS ANNUALLY