



## CASE STUDY

# DHL Group deploys Bizagi globally for 320,000 users to drive automation orchestration from end-to-end



### Organization:

DHL Group

### Industry:

Transport & Logistics

### Location:

Germany

DHL Group's slogan is 'Connecting People, Improving Lives'. The global logistics company used Bizagi to further connectivity within its operations, acting as an orchestrator of its tech stack and enabling end-to-end automation of 24 processes, including Duty VAT Billing, Vendor Master Data Management, Global Procurement Help Desk, and more.

The Bizagi platform was deployed globally by its Global Business Services (GBS) team across the DHL Group in 17 languages. The objectives are to integrate and optimize business operations, processing over 5 million cases per year. In the Duty VAT Billing process, Bizagi works alongside Oracle, UiPath and ABBYY, providing digital process automation to enable end-to-end automation of the process, achieving a 95% automation ratio. Bizagi was used to create a Vendor Master Data Management Portal to improve user experience for employees, customers, and stakeholders. Bizagi eliminated the need for manual intervention by connecting the systems and saved many FTE with end-to-end automation.

95% automation ratio of Duty Billing Process

320,000 global users across 190 countries

5 million cases processed per year

*"Bizagi allowed us to build digital services and to achieve savings while increasing the quality of our processes. We have created harmonized and resilient processes in our Global Business Services organization, which we would not be able to do without Bizagi. It is a key success factor of this program"*

**Timo Nef,**

Team Lead, Automation Designers & Architects

## Objectives

- 🎯 Orchestrate and connect disparate tech stack
- 🎯 End-to-end automation of VAT Duty Billing process to maximize potential of RPA bots processing 50,000+ invoices a day
- 🎯 Create Vendor Master Data Management (MDM) portal to allow vendors to add and update their own details
- 🎯 Ensure compliance within new vendor creation process for billing details and third-party approval
- 🎯 Improve user experience and eliminate manual tasks
- 🎯 Improve efficiency and compliance by connecting systems

## Achievements

- ✔️ 95% automation rate in Duty VAT Billing process
- ✔️ 320,000 global users accessing vendor master data management portal
- ✔️ 5 million end-to-end cases processed per year using Bizagi
- ✔️ Platform used in 190 countries and available in 17 languages
- ✔️ Automated equivalent of 350 FTEs annually
- ✔️ 1,000 vendors processed via Vendor MDM portal
- ✔️ Process modeling used to integrate vendor portal systems into single workflow
- ✔️ Standardized workflow ensures compliant vendor selection and automatically generates details for audit
- ✔️ Vendors can interact with portal as well as employees – fill forms to directly update data and request invoice status
- ✔️ Bizagi orchestrates systems to optimize operations providing complete visibility

## Overview

DHL Group's slogan is 'Connecting People, Improving Lives'. The global logistics company is indeed all about connectivity and used Bizagi to further connectivity within its internal operations. The company strives to continually evolve its technology stack and set corporate standards. The Global Business Services (GBS) team introduced the Bizagi platform to act as an orchestrator between applications and technologies, including their intranet, ERP and RPA, and connecting their service consumers (customers, applicants, employees, and vendors) with service providers for ease of use and efficiency.

## Challenge

DHL needed to orchestrate processes across their enterprise. They already had a complex stack of technologies and applications, including SAP, Oracle and Sharepoint, but required an automation platform to fill the gaps and unite systems.

They took a strategic approach to process automation, beginning with the Duty VAT Billing process; a complex and ambitious project, which if successful would present the most savings as it was previously entirely manual. This process was very much about integration, as Bizagi was an orchestrator alongside other automation technologies, including ABBYY for information capture from printed documents and UiPath RPA for task automation. These technologies would enable the process of billing VAT on shipments to be fully automated end-to-end. This project acted as a pilot to indicate how the Bizagi platform would interact with their tech stack.

Following the success of this and other smaller projects, the DHL team turned their attention to their Vendor Master Data Management (MDM) portal, a vital component in the procurement process. This process previously relied on time-intensive manual collection and validation of data to fill the gaps between system breaks. Manual activities such as filling out spreadsheets, sending emails and manually entering data were a daily occurrence due to system breaks between the workflow and ERP. DHL Group required an end-to-end solution to improve efficiency and ensure compliance.

## Solution

The team at DHL Group were new to Bizagi and Digital Process Automation, previously relying on MS Visio to create business workflows, so they worked on their first project with the help of the Bizagi Professional Services team, with employees shadowing them to learn how to implement and leverage the platform.

*"Bizagi allows us to implement more complex processes, interpreting really complex data input structures for users, but with a low-code approach... What's important to us is that we enable our process analysts to work at a very high level, especially in the area of workflow implementation. They can simply be faster with very little technology expertise."*

**Stefan Wenzel,**  
former VP Center of Digitization

The Duty VAT Billing process was almost entirely manual, handling over 2,500 shipments a day in Switzerland alone, so was valuable to automate and save time and money on this high-volume process. Bizagi acted as the process automation orchestrator to connect technologies including UiPath RPA, ABBYY Flexicapture and the Oracle finance system to provide end-to-end automation.

Bizagi's process modeling capability proved its excellence when creating the Vendor MDM Portal, as the team were able to define the process flow and the data validation in an easy and convenient way. Every individual using the portal was given a unique Vendor Identity through Bizagi. This helped to standardize the workflow and give everyone authorized access to the portal.

*"Connecting people, improving lives: this is literally what we are doing. We are connecting customers, applicants, employees and vendors. The integration with our Azure Active Directory makes it in particular easy and secure to participate in our workflows."*

**Timo Neff,**

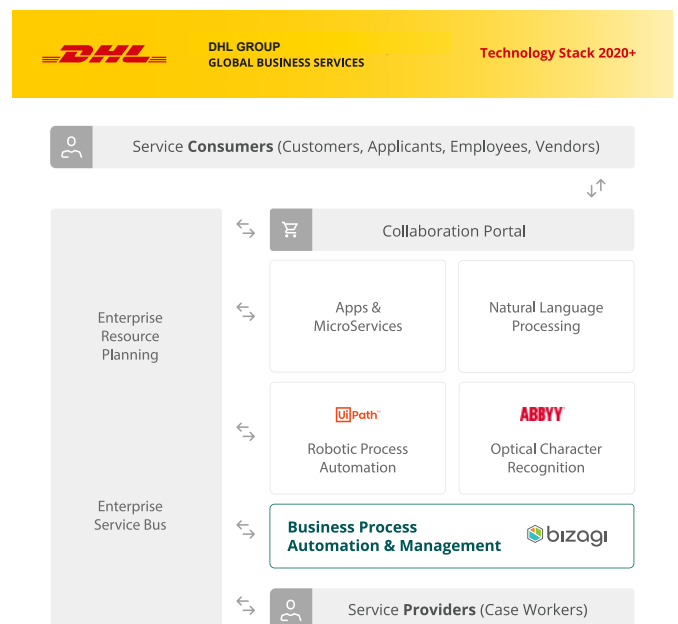
Team Lead, Automation Designers & Architects

The portal uses business rules to automatically validate data upon entry to minimize repetitive review steps. Supplier details were also automatically replicated in the ePurchasing system to save further manual effort.

The team was able to develop the solution in just six months thanks to Bizagi's intuitive functions, such as reusable forms and processes. This provided a templated approach to the project, helping to speed up deployment time.

*"Building forms is a drag and drop experience, and specifically the functionality of reusability is great. It is a pattern which is visible throughout the entire Bizagi product. If you use it in a smart way, reusability is a key benefit to help you build processes fast."*

**Timo Neff**



## Results

Bizagi is now being used globally across the DHL Group enterprise, with the solution deployed in across 190 countries in 17 languages to orchestrate systems, optimize operations and provide complete visibility. Over 24 processes are now running on the platform, including processes to support HR and real estate departments. Bizagi has become a vital component in the DHL Group technology stack, with over two million end-to-end cases per year are now processed through the Bizagi platform.

*"We have now implemented over 200 initiatives and many of those are end-to-end processes. We do not try to automate individual tasks without looking at the environments holistically. This is the best possible way to maximize efficiency."*

**Stefan Wenzel**

Clear results have been seen in the Duty VAT Billing Process, where Bizagi has achieved a 95% automation by eliminating manual tasks and providing end-to-end orchestration of technologies.

The Vendor MDM portal is being used by 300,00 people worldwide. Bizagi has automated tasks in the process such as authenticating external users, checking data for errors, submitting forms, requesting approvals and duplicating data in the ePurchasing solution. This has automated the work of 350 FTEs annually over the course of four years. Bizagi ensures that the process is fully compliant and also eliminates the need for an API to connect to their ERP, integrating directly with SAP and automatically handing data over to RPA bots for interpretation.

*"Bizagi is the tool which holds together everything end-to-end and is the go-to portal for our service providers who log into Bizagi to process a case."*

**Timo Neff**

The standardized process created in Bizagi helps to ensure compliant vendor selection, and automatically generates information needed for audits, which was previously buried in emails or even deleted in error. The ease of use of the new platform provides a quality of process and improved user experience to the extent that users do not require training on the intuitive platform, saving further costs.

Vendors themselves can now interact with the portal, which they couldn't do before: they had to submit information to DHL Group via email. Bizagi-generated forms allow an easy way for them directly submit their data, and they can also make direct inquiries such as the status of an invoice. Over a thousand vendors have now been processed through the portal.

*"Bizagi allowed us to build digital services and to achieve savings while increasing the quality of our processes. We have created harmonized and resilient processes in our Global Business Services organization, which we would not be able to do without Bizagi. It is an absolute success factor of this program."*

**Timo Neff**

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## IMPROVING LIVES

### Example: Vendor Master Data Management

