



PROCESS MINING AND HYPERAUTOMATION FOR DHL



CHALLENGES

DHL UK aimed to enhance their operational processes and improve visibility into process performance. They sought to unify their systems and identify opportunities for process improvement and automation to maintain their competitive edge in the logistics industry.

SOLUTION

P2D Technology Services undertook a comprehensive review of DHL UK's business services function, employing advanced process mining and hyperautomation tools.

The initial phase involved utilising process mining tools to analyse and map out the current operational processes. This analysis provided a clear and detailed view of existing workflows, highlighting bottlenecks and inefficiencies. Armed with these insights, we conducted a thorough review of the operations, processes, and systems to understand the current state and identify areas ripe for improvement.

To explore the potential benefits of hyperautomation, we used simulation tools to create a digital twin of DHL UK's operations. This digital twin allowed us to model various scenarios and predict the efficiency gains that hyperautomation could deliver. The simulations demonstrated how automating repetitive tasks,

integrating fragmented systems, and implementing AI-driven decision-making processes could transform the business.

Based on these findings, we designed hyperautomation services tailored to DHL UK's specific needs. The proposed solutions aimed to enhance operational efficiencies and reduce process cycle times, thereby supporting a robust business case for change. The business case detailed the potential efficiency gains and return on investment (ROI) from implementing hyperautomation, providing a clear roadmap for the transformation.

BENEFITS

The implementation of process mining and hyperautomation services offered DHL UK numerous significant benefits. Enhanced visibility into operational processes provided comprehensive insights, making it easier to pinpoint areas for improvement and potential efficiency gains. This newfound clarity allowed for the identification and elimination of bottlenecks, streamlining workflows, and reducing process cycle times.

Moreover, the automation of repetitive tasks and improved resource utilisation led to substantial cost savings. Unifying fragmented systems enhanced data accuracy and availability, supporting more informed decision-making with real-time insights and predictive analytics. The designed automation solutions were scalable, ensuring long-term sustainability and growth for DHL UK.

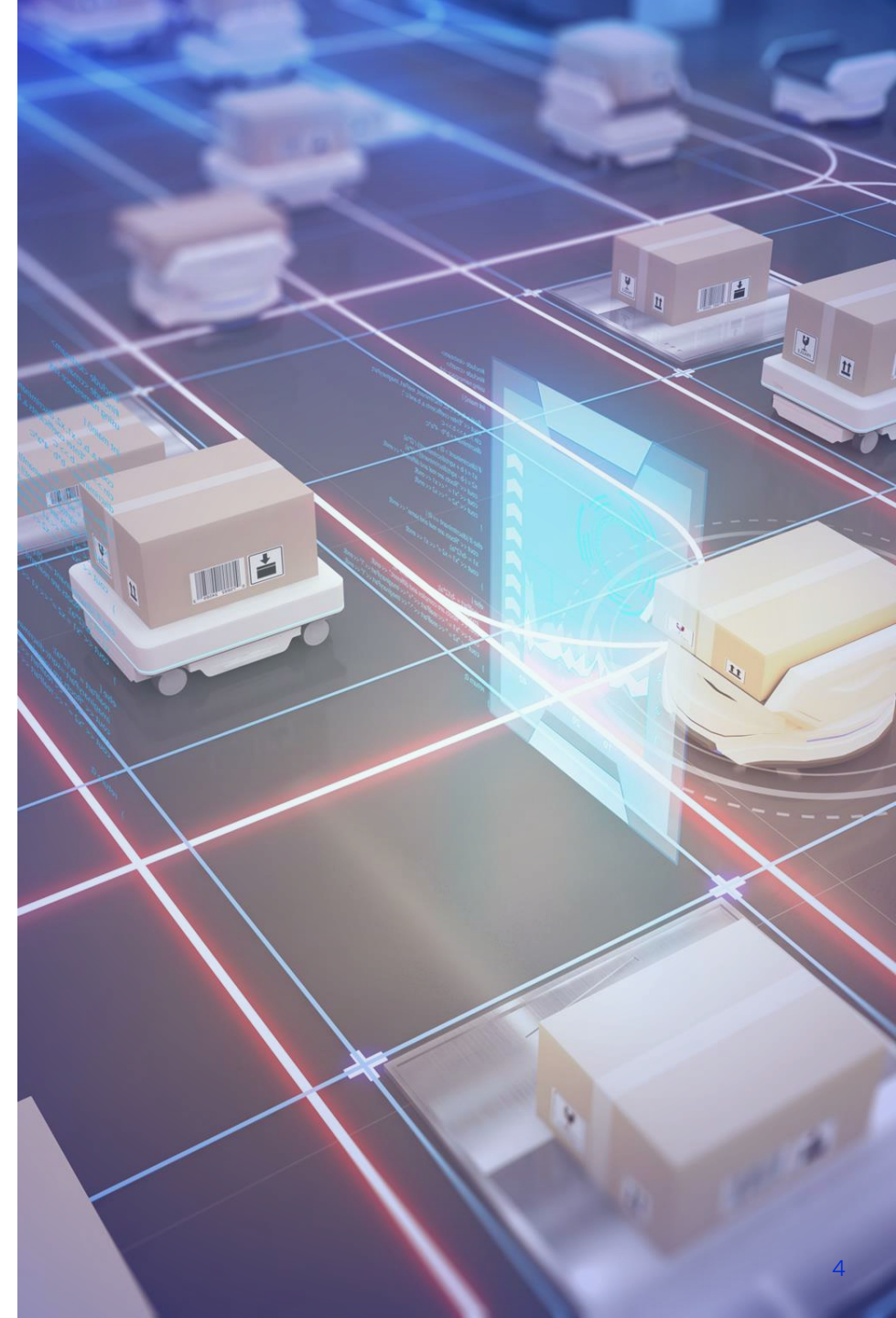
OUTCOME

The process mining and hyperautomation project positioned DHL UK as an innovative leader in the logistics industry. By creating a digital twin and simulating various scenarios, P2D Technology Services demonstrated the significant efficiency gains that hyperautomation could deliver. The detailed business case provided DHL UK with a clear roadmap for implementing these changes, showcasing substantial improvements in efficiency and cost savings.

This project highlighted DHL UK's commitment to leveraging cutting-edge technologies to drive operational excellence. The insights gained and the proposed solutions underscored the company's forward-thinking approach and dedication to continuous improvement and innovation.

For further information on how P2D Technology Services can enhance your operational efficiency through process mining and hyperautomation, please contact us at info@p2dl.com or visit www.p2dl.com for more information.

Together, we can drive innovation and achieve remarkable results.





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