ALGOLYTICS

Case Study:

DHL Parcel

Introducing smooth operations with Algolytics maps service

With Algolytics since 2018

Staff in Poland: 3000 employees and 4000 couriers

Operations units:

- ✓ 44 reloading points
- ✓ 6 sorting centers
- ✓ 10000 service points

DHL Parcel chose Algolytics to streamline delivery operations and eliminate inaccurate address data thanks to best-in-class geolocation service. With regular database updates and AI algorithms Algolytics can meet sharp SLA with 99% of addresses identified correctly.

Results

DHL was able to significantly reduce the workload needed to manually check the address data & increase the number of parcels delivered by each courier thanks to better route & distance calculation. The solution processes **20 million of address records each month and serves thousands of on-line users**, with very sharp SLA:

99% of all addresses are correctly validated & geolocation added

24/7 service availability

100k records processed within 1 hour in peak time

Customer Challenge

DHL Parcel was looking for a tool to improve the current operational process covering the package pick-up and delivery, by increasing the quality of address data. Previously, the quality of address data provided by DHL Parcel customers did not meet expectations, which caused problems in the functioning of internal applications. Additionally, DHL Parcel did not use geolocation, which did not help the work of couriers and dispatchers.

In addition, DHL Parcel needed an on-line functionality for individual customers, facilitating parcel delivery via the DHL24 service, through:

- suggestions for the sender and recipient address using the autocomplete function
- determining the list of the nearest DHL Parcel sending or receiving points in relation to the sender's or receiver's addresses and calculating the distance to these points

> *Data quality is paramount when it comes to manage large scale logistics operations.*
>
> *We chose Algolytics thanks to quality of its geolocation service and flexibility in customizing its product to our specific needs – unobtainable for the main competitors.*
>
> **Łukasz Sibielak, CIO, Board Member at DHL Parcel Poland**

Solution

The implemented solution was Algolytics proprietary software, customized to DHL Parcel specific needs. The SaaS service - delivered through cloud - is used for verifying, cleaning and geocoding the address data provided by customers and external operators to DHL Parcel systems. Then the corrected data is used in the entire shipping process, delivered by DHL Parcel.

The functionalities of Algolytics solutions include:

1. **Standardization & verification** - unification of address data (e.g. eliminating typos, unifying street names, current postal codes)
2. **Geocoding** - adding geographic coordinates to an address
3. **Route planning** between pick-up and delivery points
4. **Autocomplete** mode for customers using DHL Parcel applications

Delivering such complex solution to a well know brand is a privilege and a challenge at the same time.

Cooperation with DHL allowed us to further master the product. I feel true satisfaction knowing, that thousands of DHL customer are served even more efficiently each day with Algolytics solution.

Paweł Grzybowski, COO, Board Member at Algolytics Technologies

About DHL

Deutsche Post DHL Group is the world's leading logistics company.

The Group provides an international service portfolio consisting of letter and parcel dispatch, express delivery, freight transport, supply chain management and e-commerce solutions.

Deutsche Post DHL Group employs approximately 550,000 people in over 220 countries and territories worldwide.

More: https://www.dhl.com

About Algolytics

Algolytics Technologies offers AI, Machine Learning & Maips technology platform for online scoring, customer intelligence, and location intelligence. It is mainly used by top tier companies in telco, logistics and e-commerce.

The company's products allow optimization of business processes related to data analysis, logistics operations and process automation in B2C companies.

More: https://algolytics.com/