



## DHL Asia Pacific Innovation Day 2017

DHL Asia Pacific Innovation Day celebrates entrepreneurial spirit and innovation in logistics, showcasing some of the latest trends and technologies shaping the logistics industry and awarding projects that have already applied these ideas to real-world challenges.

## Asia Pacific Awards Information

### Most Innovative Customer Solution

#### **Schindler Lifts (Winner)**

DHL Global Forwarding Australia collaborated with Schindler Lifts to develop a bespoke web-based tracking and optimization platform for their operations in Australia. Based on two years' worth of past shipment data, the platform allows the elevator manufacturer to shave more than AU\$500,000 from their annual running costs. The platform gives Schindler Lifts full visibility over the warehousing, shipping, and last-mile delivery of its elevator shipments, allowing the business to optimize end-to-end supply chain movements based on their required delivery dates.

### Most Innovative DHL Employee/Team

#### **Digital Payment Solution (Winner)**

DHL eCommerce subsidiary Blue Dart developed a digital payment solution which enables couriers in India to collect cash-on-delivery payments through mobile Point of Sale devices and 15 different secure digital wallet options instead of physical cash. The solution, which rolled out just as the Indian government took INR 500 and 1,000 notes out of circulation, enabled delivery staff to not only continue but significantly increase collection of cash-on-delivery payments, saving them more than 29 man-months between October 2016 and February 2017.

#### **Self-Service Retail Solution (Entry)**

DHL Express Singapore led the development of a new self-service, highly scalable and easily-deployed solution comprised of only one mobile app, a label printer, and a small control device. Winning the CIO Awards 2017 for Leadership, the mobile app provides a user friendly step-by-step process on preparing shipments, locates the nearest DHL Service Points, enables the user to pay shipments online, and provides visibility of the user's shipment history. The app also advises the user on the best DHL solution to ship with, across the business units. The self-service solution is currently deployed at some petrol stations, and a number of convenience stores will be adopting it within the next few months. The solution will be deployed in another 50 locations by the middle of 2017.

### **One-Stop Cross-Channel Customer Platform (Entry)**

DHL-Sinotrans China developed a cross-channel customer experience platform where customers are able to get in touch and do business with DHL through a myriad of online and mobile platforms, including websites, web chat, WeChat, and even SMS. The simple, yet comprehensive platform streamlines customers' interaction with DHL, covering nearly all customer touch points from booking to order to payment, and even tracing. In addition, all customer interactions can be traced and managed through this solution, providing the business with important data points for further analysis and decision-making.

## **Start-Ups**

### **Infinium Robotics (Winner)**

Specialized in providing intelligent and autonomous solutions in robotics and unmanned aerial systems (UAS) for commercial applications across various industries, Infinium Robotics is dedicated to improving the productivity and revenue of businesses by creating robots, intelligent enough to operate autonomously or cohesively alongside human workforce. In-house developed algorithms also provide a unique solution for collision-free multiple UAS operations. Their solutions include a fully autonomous indoor UAS for physical inventory stock-taking and multiple coordinated UAS for indoor and outdoor swarming displays.

### **Fresh Turf (Entry)**

A Singapore based technology company with expertise in developing software at the intersection of blockchain technology and user engagement, FreshTurf is developing an open-source registry for parcels and consumer products that allows any merchant, 3rd party logistic operator and consumer to assign a secure digital identity to any parcel and link it to a permissioned shared ledger for record and tracking. FreshTurf is also seeding commercial applications with numerous partners in the last mile fulfilment market.

### **Holahspace Supply Chain (Entry)**

Holahspace Supply Chain as a Service suite (SCaaS) changes the way a supply chain company communicates and makes decisions. Our white-labelled marketplace is a one-stop B2B logistics platform that shortens a company's time to new markets by tapping on a pool of logistics providers. The system allows companies to manage their vendors in real-time using data technology and artificial intelligence to provide staff the capabilities to intelligently monitor and assess risks and disruptions.