

# Case Study

## Sortation & Distribution Centre

DHL Supply Chain, part of the DHL Group, is the world's leading logistics provider. In their ongoing commitment to enhancing customer satisfaction, the industry leader wanted to modernize their fulfillment center. The operations required a smooth process flow to manage a large number of SKUs, high dispatch volume, and handle returns efficiently. An intelligent warehousing software was essential for accuracy and real-time visibility of inventory.



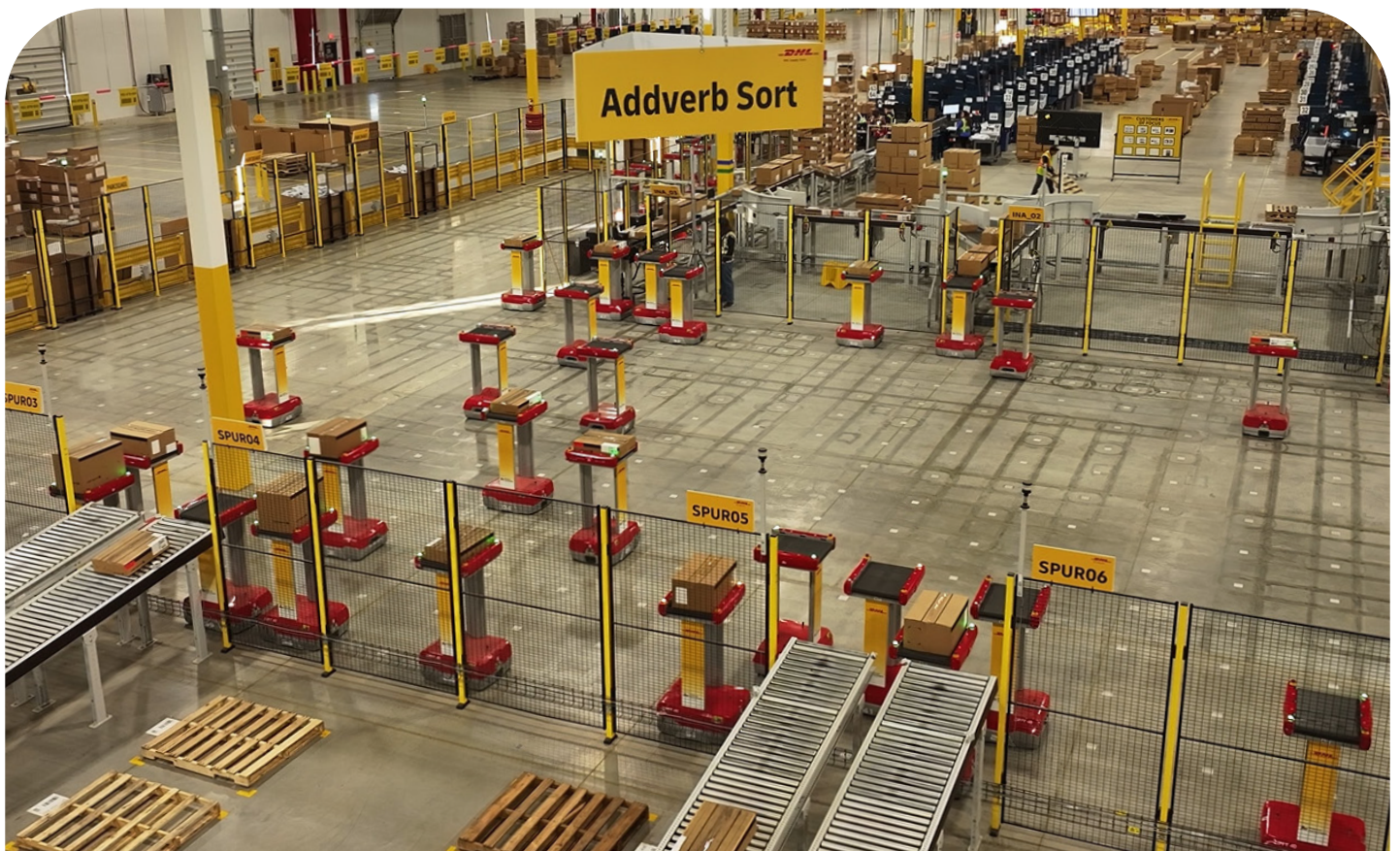
# Objective

DHL Supply Chain Services needed to find an automation partner to help manage apparel sorting and distribution services for a major retail brand near Columbus, Ohio. With a highly labor-intensive sortation process required to work almost 24/7, consistent labor shortages, high turnover rates, and the need to develop new technologies, DHL needed to find a solution quickly. With peak season just around the corner and an expected increase in growth and demand, DHL chose Addverb as their automation partner. With a timeline for Go-Live of only 8 months, Addverb and DHL worked closely to define a solution, manufacture, test, implement, integrate and support the sorting, conveyance and software requirements set forth by DHL.

# Solution Implemented

Addverb has successfully delivered robotic sorting automation solutions within a time frame of 5 months, and it went go-live 3 months after that, leveraging Addverb's in-house manufacturing and integration capabilities. The comprehensive solution encompasses inbound and outbound software and hardware automation for DHL's conveyance, robotic sorting, storage and material handling operations which offers scalability at any time. DHL can now fulfill 100+ units per hour whenever required (previously it was 20 units per hour), resulting in a remarkable 300%+ increase in throughput efficiency and accuracy for their entire sorting operation.

The entire operation is being orchestrated by Addverb's enterprise-level software platform, which includes layers for Warehouse Execution System & Fleet Management System. Addverb has also implemented several unique solution configurations, such as a "round robin" approach to evenly manage distribution parcels, upstream integrations for Warehouse Execution System, and were able to execute a contract-to-Go-Live within a timeframe of just 8 months.



# Improvement in Key Results (KPIs)

The extensive solution, incorporating a diverse range of robots to automate warehouse tasks, boasts unparalleled and impressive Key Performance Indicators (KPIs).

The sortation system achieved a throughput of 1000 sorts/hour.

Achieved order fulfilment accuracy of 99.99%.

Installation of Warehouse Execution System to manage end-to-end operations.

The entire project, from design to delivery, was accomplished in under 9 months.

With complete automation and efficient orchestration of the inventory flow within the warehouse, achieved very high levels of inventory accuracy.

