DHL Supply Chain Circular Solutions

Printer Circular Economy

🚩 Customer Challenge

- The shortage of parts within the OEM supply Chain.

- High internal labor costs in assembling printer units.

- Low rate of refurbished printers/copiers returning into circulation.

- High carbon footprint due to low rate of refurbished units .

- Complex returns process to wipe old software & disposal.

- Tighter environmental and sustainable regulation and legislation across sectors.
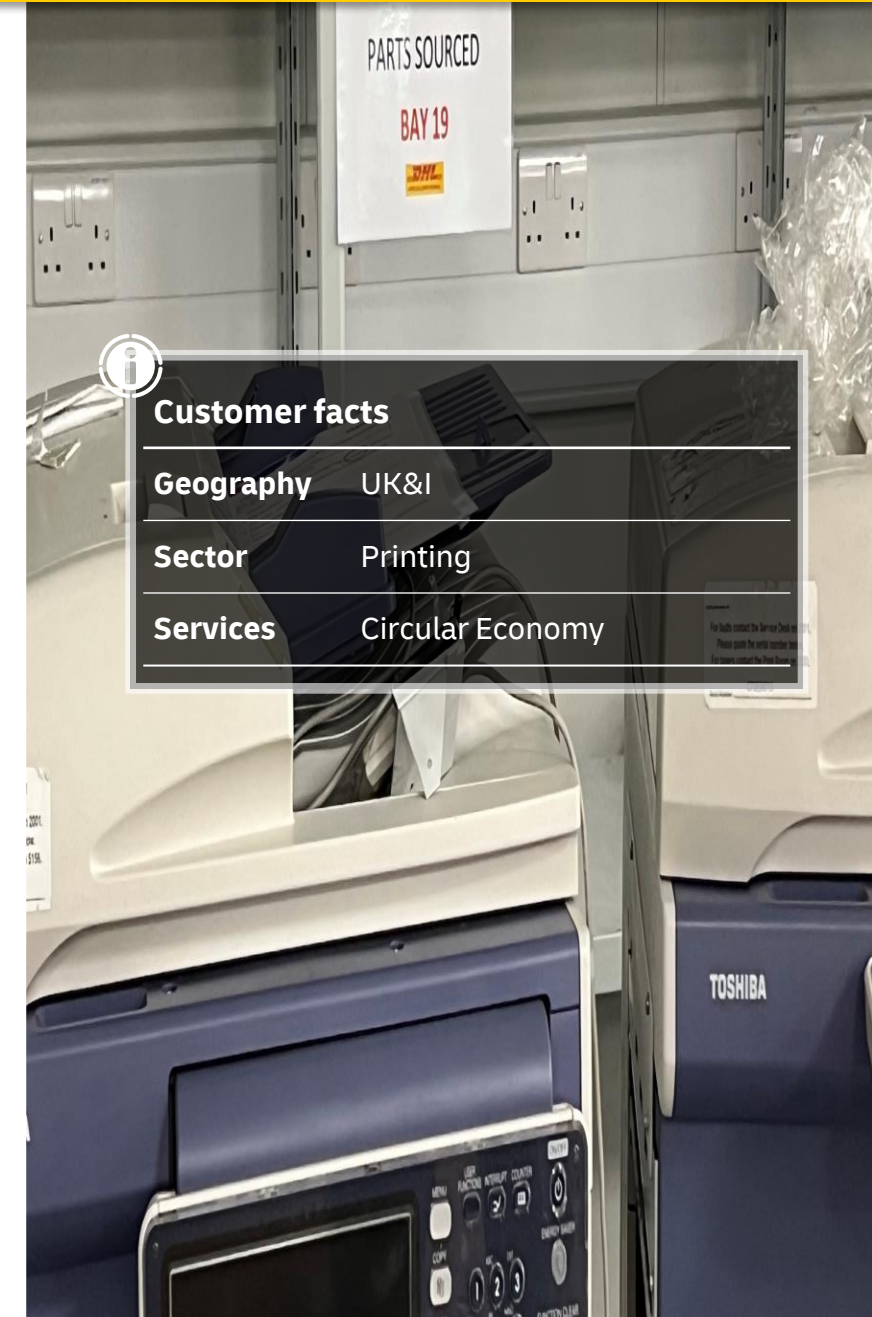
💡 DHL solution

- Assembly of copiers from parts to full machine.

- Uploading of latest software onto printers.

- Refurbishment of older printers for re-sale.

- Scalable pool of skilled technical resources.

- Salvage of end-of-life machines.

- Reclaim / harvest of spare parts.

- Secure WEE disposal via enviro solutions.

🖐️ Customer benefits

- Enhanced inventory optimization & holding of spare parts.

- Employed refurbish, recycle and sustainability strategies to reduce new part expenditure, and increase asset life /end-of-life process.

- Reduced internal labor costs.

- Increased the rate of refurbished printers back into circulation.

Customer facts

Geography	UK&I
Sector	Printing
Services	Circular Economy

DHL Supply Chain Circular Solutions

Logistics & Technical Support for National TV Subscription provider

Customer Challenge

- The requirement for the capability of quality testing of set-top boxes and TVs received from foreign OEMs before delivery to UKI customers.

- Tailored, distinct handling processes for large TVs, and handheld devices due to their size, fragility, and usability requirements .

DHL solution

- Inspect 5% of INB products for quality based on customer defined process.

- If 1 product of batch fails, test the whole INB receipt and report results to the customer.

- Leverage DHL's MK multi-user site to provide technical labor management & logistics capabilities.

- Grade the returned products to recover maximum value of the assets.

- Packaging solution introduction to enable best warehouse utilization (higher stacking).

Customer benefits

- Increased the weekly product processing

- Improved quality Inspection process, and reduced device returns

- Improved customer and end-customer satisfaction rates.

- Compliant procedure and process for recycling & data wiping, improving customer peace of mind.

- Improved space for ultimate functionality and efficiency.

Customer facts

Geography	UK&I
Sector	Technology
Services	Circular Economy
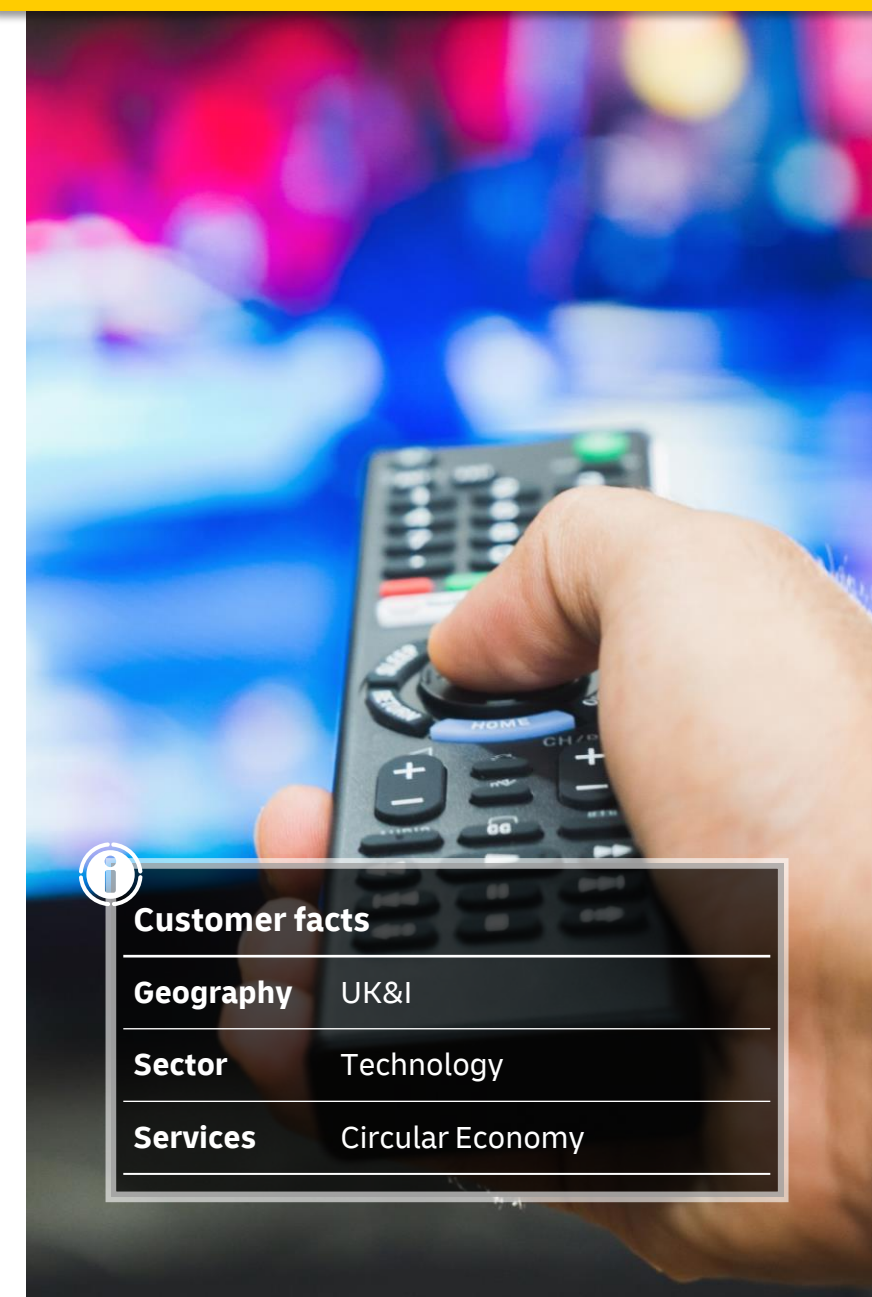
DHL Supply Chain EPOS & Circular Solutions

EPOS Technical Services

Customer Challenge

- The shortage of parts within the OEM supply Chain.

- High internal technician costs on installation.

- Insufficient space and labor at stores for major hardware changes.

- Complex returns process to reuse parts and devices.

- Current national computer hardware is not suitable for software upgrades.

DHL solution

- Inventory management of data-bearing & technical devices.

- Skilled technical services labor for Staging & Configuration of EPOS, Scales & Till Systems.

- Secure WEEE disposal via DHL Envirosolutions for data-bearing devices.

- Project Management for new store roll out & product refreshes.

Customer benefits

- Standard secure process of handling data-bearing devices.

- Right first-time management of software requirements prior to store deployment.

- Reduced carbon footprint for disposal services as managed in a closed-loop supply chain.

- Reduced internal labor resources & costs.

- Flexibility for project & new / refresh store rollout requirements.
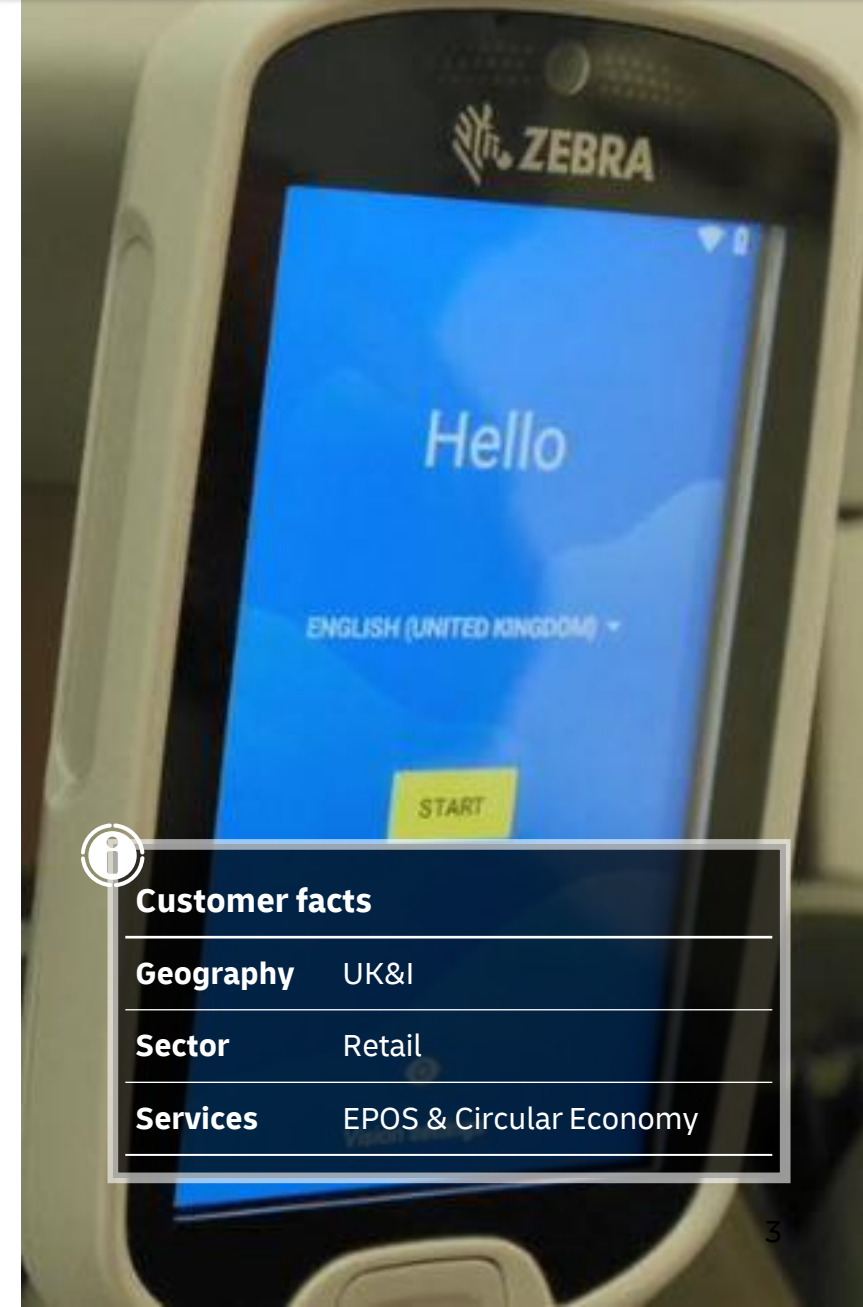
Customer facts

Geography	UK&I
Sector	Retail
Services	EPOS & Circular Economy

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DHL Supply Chain Circular Solutions

Mobile Take Back and Resell Program

Customer Challenge

- Inefficient and ineffective operation causing complexities, delays, and increased costs due to multi-vendor network for take-back, test/grade, and repair fulfilment services.

- No single centralized management systems or platforms to meet objectives, track devices automated workflows and provide consistent quality across the supply chain.

- Limited Technical Service fulfillment capabilities.

- High returns process costs due to manual processes.

DHL solution

- Consolidation of activities under one roof in a purpose-built location.

- DHL's capabilities around facility design, labor management & solution execution.

- Innovative technical services offering including robotics and hotel concept testing.

- Reduce costs and dependency on Manual Labor. (benefit)

- Procurement of best-in-class automation to fulfil mobile devices to individual consumers with known quality and value of each product.

Customer benefits

- One service provider to manage and deliver an end-to-end, centralized operation. Providing a highly automated inspection/grading platforms combined with automated pick/pack/ship technologies.

- Leverage this integration for future-forward logistics opportunities.

- Diversify provider base for device reverse logistics.

- Future-proof overall supply chain capabilities

- Better positioned to target the growing used and refurbished mobile phone market.

Customer facts	
Geography	USA
Sector	Technology
Services	Circular Economy