



# Sense Next

The future of smart condition monitoring and  
End-to End visibility solutions

DHL Life Sciences & Healthcare Forum, May 19-20, Boston




# DHL LifeTrack

X-BU VISIBILITY. WHOLE DHL NETWORK.

**DHL LIFETRACK** 

DHL Express. Excellence. Simply Delivered.





**Full control and  
Total visibility  
For your critical  
Healthcare shipments.**

DHL LifeTrack is an **end-to-end visibility platform** that consolidates shipment data across all DHL business divisions into **one unified view**.

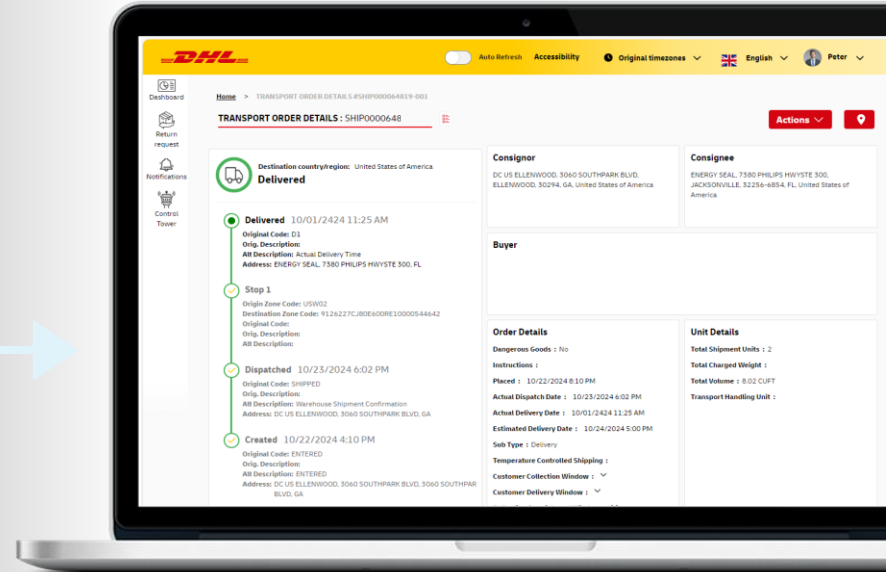
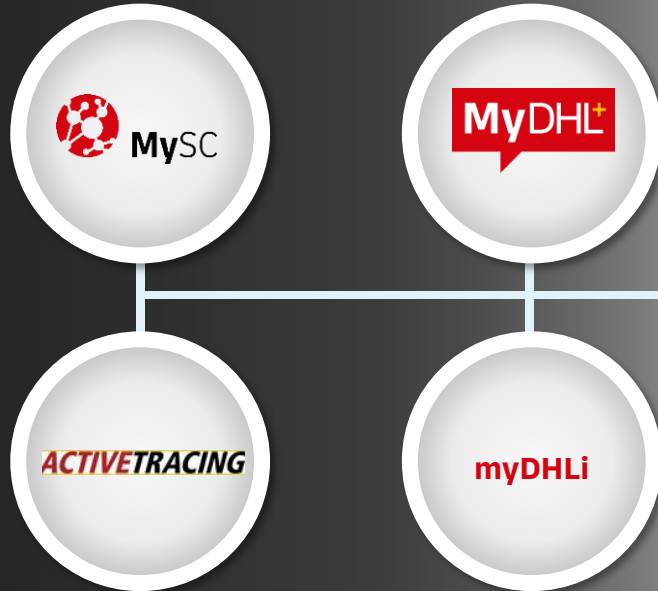
It enables Life Sciences and Healthcare customers to monitor every shipment across the DHL network - regardless of the business unit - from **medical devices** and **spare parts** to **temperature-sensitive vaccines** and **stem cells**. Integrated with near real-time sensor data safeguards product integrity at every stage.

# What is DHL LifeTrack?

DHL LifeTrack : One unified platform for tracking across DHL Group's business units.



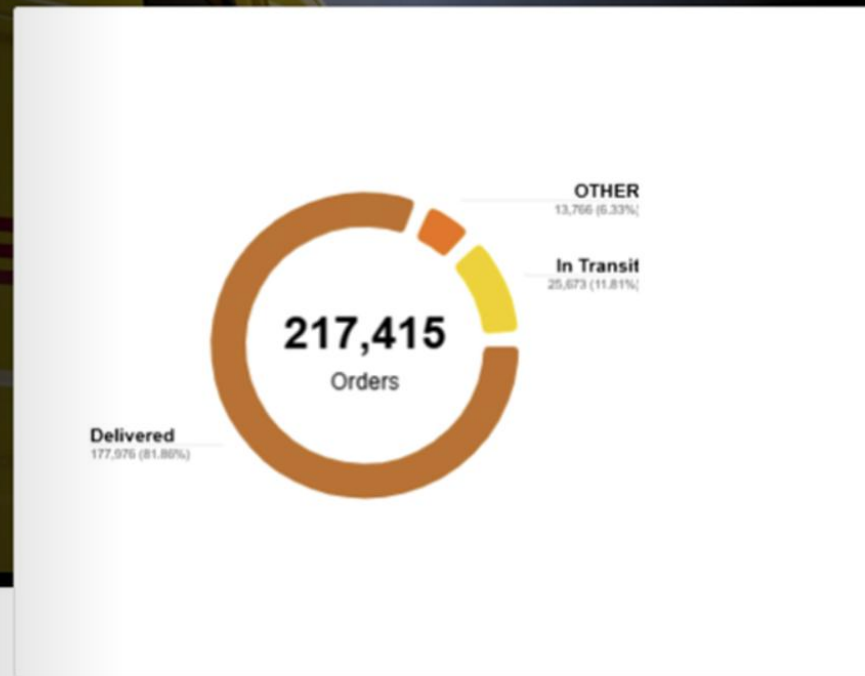
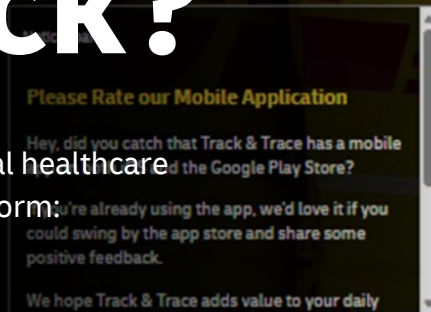
## DHL LIFETRACK



# Why DHL LifeTrack?

DHL LifeTrack protects your critical healthcare shipments into one powerful platform:

- 1 UNIFIED NEAR REAL-TIME NETWORK VISIBILITY
- 2 INTEGRATED SENSOR MONITORING
- 3 PROACTIVE RISK MANAGEMENT
- 4 ENTERPRISE SYSTEM INTEGRATION



Advanced Search



Placed Date

From

To

1 Orders Selected

Displaying only the first 200,000 records



PoD

Order Type

Reference

Customer

Business Partner

Place

# Why DHL LifeTrack?

## 1 UNIFIED NETWORK VISIBILITY.

LifeTrack provides a single, **consolidated view** of all shipments across the DHL network, with near real-time status updates and access to proof of delivery when available.

All your shipments  
into one **unified view**

Live tracking

Filter by **Logistic Business Partners**

The screenshot displays the DHL LifeTrack interface. At the top, there is a search bar with the text "Search for orders (217,415)" and a search icon. Below the search bar, there are filters for "Placed Date" (From and To) and "Business Partner Name". A table of shipments is visible, with columns for "PoD", "Order Type", "Reference", "Customer", "Business Partner", "Placed", and "Status". The first row is selected, showing a status of "In Transit" with a date of "10/24/2023 9:42 AM". A dropdown menu for "Business Partner Name" is open, showing a search bar and a list of partners with checkboxes: LSH - Beckman - DGF, LSH - Beckman - Ecom, LSH - Beckman - Express, LSH - Beckman - Freight, LSH - BMS - DGF, LSH - BMS - Express, and LSH - BMS - Freight.



# Why DHL LifeTrack?

## 2 INTEGRATED SENSOR MONITORING.

LifeTrack integrates Internet of Things (IoT) **sensor data** providing near real-time visibility into shipment conditions to ensure product stability and integrity throughout transit.

Sensor data:  
**temperature, humidity, shock, battery, and light.**



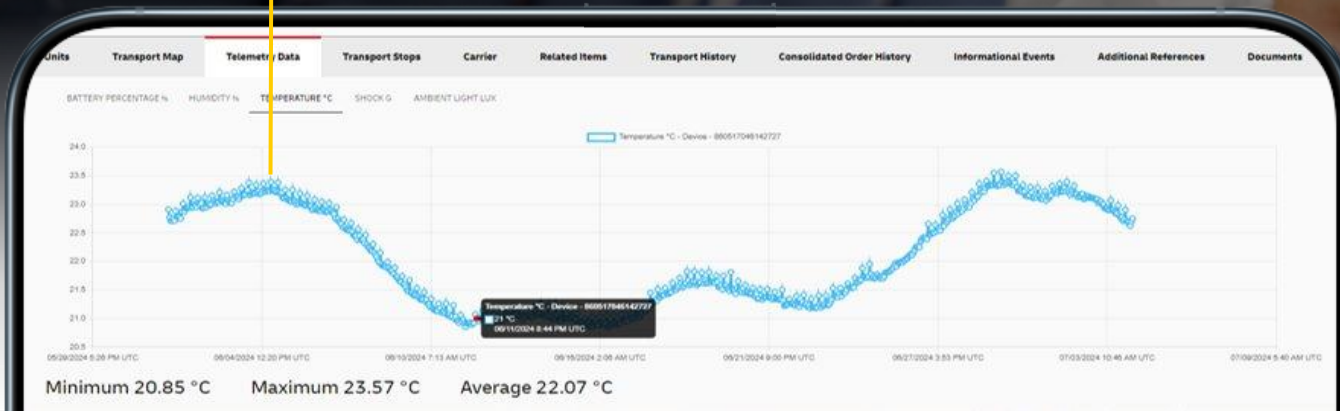
# Why DHL LifeTrack?

## 3 PROACTIVE RISK MANAGEMENT.

Near real-time **sensor alerts** enable immediate response to shipment deviations, reducing operational risk and safeguarding critical healthcare shipments.



Automatic email  
notifications





# Why DHL LifeTrack?

## 4 ENTERPRISE SYSTEM INTEGRATION.

LifeTrack event and shipment data can be accessed via **user interface** or integrated directly into your enterprise systems **through API**, enabling automation and seamless workflows.

# Who benefits the most from



## DHL LIFETRACK ?



### Cross-business DHL Customers

Customers shipping across multiple DHL business divisions gain one unified view of all shipment statuses.



### Life Sciences & Healthcare businesses

Customers transporting temperature-sensitive or high-value medical shipments with IoT sensors benefit from near real-time telemetry visibility and email notifications.



**WE CARE**





# meets **Agentic AI**

# Smart Temperature Management

Live for LS&HC: 27 warehouse accounts & 85 transport domains

 **60%**

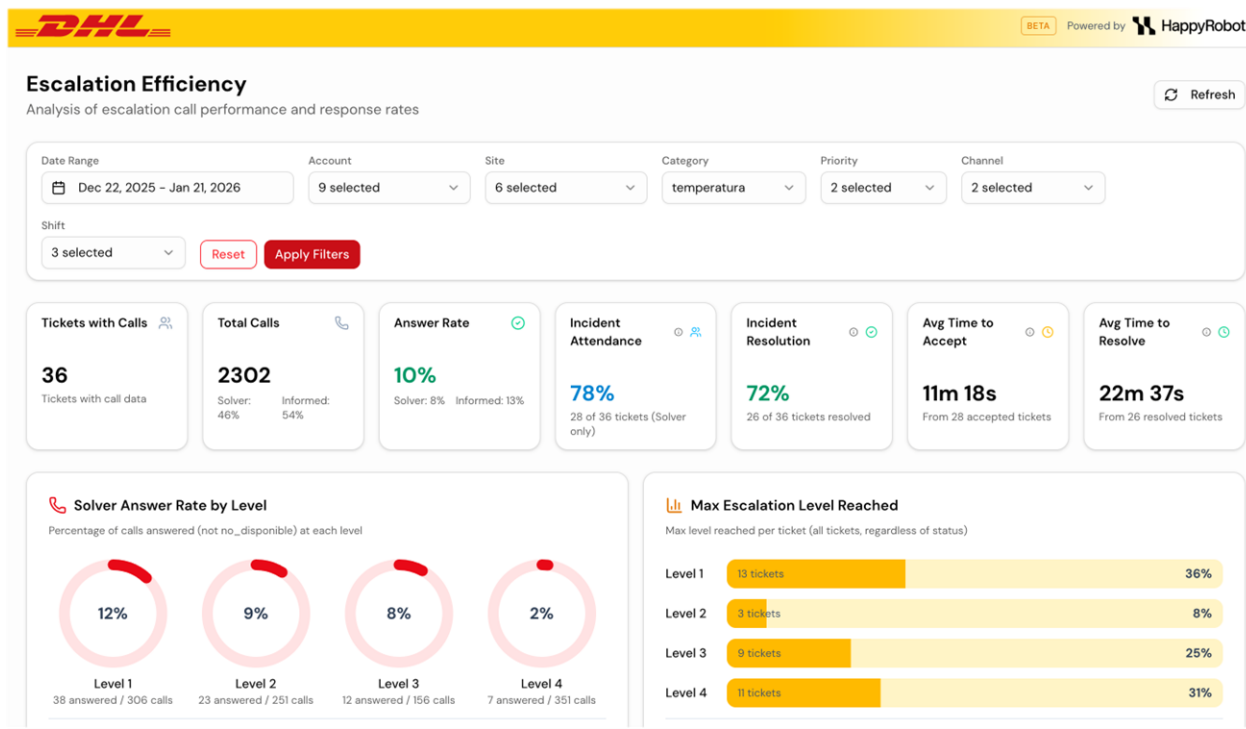
faster reaction time

 **100%**

traceability (up from 40%)

 **80%**

reduction in event risk



Let's see what an *AI* worker can do!



Pablo Palafox  
CEO



Javi Palafox  
COO



Luis Paarup  
CTO

+ 120 HappyRobots across



San Francisco (HQ) | Chicago | Madrid | Barcelona

\$62M backed by

## Proven at scale

150+

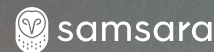
Enterprises trust  
HappyRobot

5000+

Equivalent FTEs'  
workload deployed

~15m

Monthly tasks  
executed by our  
agents



The work we do

- **Communication-heavy** tasks with lots of coordination
- **High-volume, high-complexity** tasks that scale across the enterprise
- **Core business** functions that require custom flows & organizational context

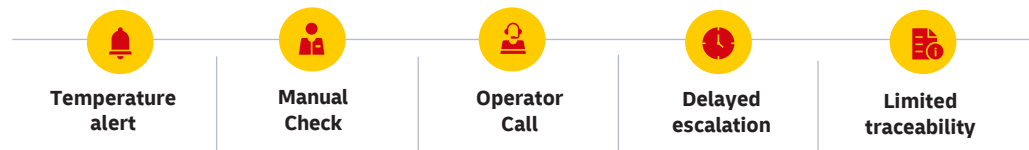
Helping enterprises put agents to work in  
complex environments



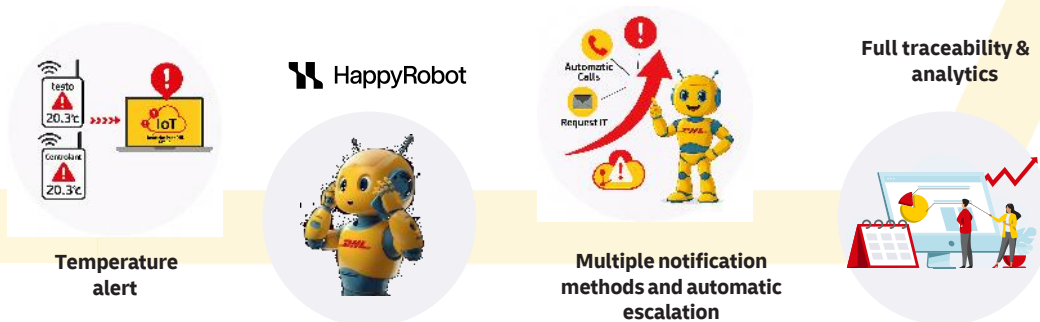
# Sense Next

## Smart Temperature Management – Use Case Example

**Manual Process** – Delays, data gaps, risk to product integrity



**Fully automated process** – AI-driven management across Warehouse & Transport



### Risk turned into a competitive advantage

- **Real-time detection**
- **Automated escalation** via ServiceNow, calls, and Teams alerts
- **Full traceability** with logs, escalation matrices, and dashboards
- Autonomous intervention **governed by SOP-based** logic

### Business Impact

- **60% faster** reaction time
- Improved **traceability from 40% to 100%**
- Annual **cost avoidance** (labor, call center)
- Up to **80% reduction** in event risk

**This solution redefines quality operations — integrating. Global technology with local processes to protect product integrity and scale trust.**

