



INSTALLING A CLOUD-BASED IBM MAXIMO APPLICATION SUITE SOLUTION AT DHL'S UK HEADQUARTERS

DHL is a leading global logistics company that delivers nearly 2 billion parcels, to over 220 territories, every year. An essential part of the organisation's UK operation is its critical asset base at Heathrow Airport, West London.

The 150,000 sq. ft. DHL Express Southern Hub, which supports a network of 47 service centres across the UK, opened in 2016 and is home to over 500 employees. Operating 24/7, it has the capacity to process 28,000 items per hour.

The facility includes automated parcel and mail sorting systems, and x-ray machines, all of which require round-the-clock monitoring and maintenance, to ensure the impact of any potential downtime is minimal on DHL's world renowned, industry leading delivery service.

DHL wanted to upgrade its existing EAM solution, IBM Maximo, which included Fingertip and was hosted and supported by us, on our managed cloud service.

Upgrading to MAS

The upgrade was to IBM Maximo Application Suite (MAS), which has a range of new, AI-based capabilities including:

- remote sensor-based monitoring of assets
- comparison of live and historical data to automatically spot anomalies in performance
- enables taking action sooner to prevent costly bottlenecks, outages and failures

We used our experience and expertise to carry out the MAS upgrade, which also included a Fingertip upgrade.

Enabling a 360-degree, real time view of assets

Maximo Application Suite offers a single platform for intelligent asset management, monitoring, maintenance, computer vision, safety and reliability.

MAS enables DHL to have a 360-degree, real-time view of its asset base.

Upgrading Fingertip enables better data

DHL's Fingertip upgrade enables its team to benefit from improved real-time data capture, flexible work processes and faster work progression. Using Fingertip means that asset information can be instantly updated, from any location.



“This project was delivered against tight timescales, to ensure we had the system available to capture commissioning defects. It is now providing the benefits we require to keep the facility fully maintained.”

Project Manager, DHL

“We are delighted to be continuing our work with DHL. This partnership shows the strength of our capabilities around cloud hosting, MAS8 upgrades and installations, and the true value of our Fingertip mobile solution.”

Lee Daley,
Customer Success Executive

Leveraging our expertise with a cloud-based solution

For DHL, moving to a cloud-based solution enabled:

- Increased flexibility to add or remove services and users
- Easier testing environments
- Increased asset uptime
- Better first-time-fix rates
- Enhanced ability to store data on and offline

Training engineers in MAS and Fingertip

As part of the upgrade program, we implemented a series of training workshops for DHL’s maintenance engineers, resulting in faster and easier user adoption.



For more information, please get in touch

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