

DHL RESILIENCE 360



DHL Resilience360 is a unique supply chain risk management solution which can turn disruption into competitive advantage. Highly customizable, it comprises two sophisticated products: Resilience360 Risk Assessment, a continuous assessment study and the software-based solution Resilience360 Incident Monitoring – both manufactured to improve the resilience of your supply chain.

Two solutions to protect your business

DHL Resilience360 is designed to protect sales, maintain service levels, reduce emergency costs, enable fast post-disruption recovery, and protect your brand and market share. To deliver DHL Resilience360, we leverage our existing core capabilities – extensive logistics expertise, supply chain information, and global network. To have facts at our fingertips, we partner with the world's leading risk-management data providers and risk intelligence experts.

With DHL Resilience360, you benefit from

- ✓ Avoidance of cost related to production or operational stand-still
- ✓ Ensured continuous supply to demand and minimized lost sales
- ✓ Quick post-disruption recovery and efficient mobilization of mitigation actions
- ✓ Prevention of negative reputational impact on your brand and market share loss

Resilience360 Risk Assessment

Our targeted risk assessment process starts with mapping and visualizing the entire supply chain to increase resilience and provide options for immediate recovery.

- Creates transparency on exposure and vulnerability in over 20 risk categories
- Rates resilience and ensures coverage of backup plans
- Identifies risk hotspots and recommends suitable mitigations and alternatives
- Reviews and executes on predefined business-continuity plans
- Compares the costs and benefits of investing in risk mitigation

Resilience360 Incident Monitoring

Our incident monitoring platform enables real-time tracking of incidents capable of disrupting your supply chain can monitor the entire supply base – your lanes, nodes, plants, suppliers, shipments, and more, enabling you to react the right way at the right time.

- Tracks relevant risk incidents in real time with potential impact on the end-to-end supply chain
- Creates notification alerts with site feedback loops
- Verifies and sends immediate feedback from the network on incident status
- Allows you to plan and book emergency/alternative shipments before competition for transport capacity starts

DHL RESILIENCE 360: SUPPLY CHAIN RISK MANAGEMENT



Your supply chain is visualized in your personal dashboard so you can monitor incidents and relevant risk warnings near real time.

Significant cost avoidance

It can be expensive when something in the supply chain isn't working as it should. With DHL Resilience360, you're less likely to need premium-priced logistics services. Your visibility in the supply chain of potential risks and existing mitigations allows you to make early and fully informed decisions. By responding promptly and effectively to disruption, and executing on business contingency plans, you can avoid the substantial cost of lost production and sales, premium rates, personnel costs, and brand damage.

Flexibility and agility

The DHL Resilience360 solution interfaces with common business systems. Suitable for even the most complex supply chain, it is highly scalable and provides visibility throughout multi-tier supplier networks. Added to this, the solution can provide truly global data coverage, with data feeds from multiple sources around the world. This solution gives you visibility on network and lanes, and on ordered materials which – when affected by disruptions – can impact your supply chain.

When you need to integrate new information and perform updates (e.g., add new suppliers to your network), you'll find that this solution is highly adaptive and extremely user friendly, with an intuitive graphical user interface.

Operational excellence

As your logistics partner, we react promptly to ensure cost-effective incident handling, and we document best practice in everything we do within the end-to-end supply chain to achieve continuous improvement.

With DHL Resilience360, you can maintain service levels, minimize disruptive effects, make appropriate adjustments to your supply chain and inventory levels, and ultimately achieve competitive advantage through fast post-disruption recovery.

“This assessment was an eye-opener, because we never looked at [supply chain risk] holistically before. Now we know where the risks are.”

An D'haenens

Logistics Manager EMEA, DuPont

Resilience@dhl.com | www.dhl.com/Resilience

