Solutions for the Transportation and Logistics Industry
Managing logistics and transactions in a way that maximizes efficiencies and reduces costs, all while delivering a customer service experience that is “best in class” is extremely challenging. For many organizations, success hinges on the ability to integrate and optimize information technology — and businesses are turning to Dell Services for help.

**Moving Companies in the Right Direction**

Dell has designed systems and developed IT strategies for transportation and logistics companies around the world. Our satisfied customers include leading airlines, cargo carriers, freight forwarders and third-party logistics providers. Our industry-specific solutions range from customized rating and billing engines, country-specific websites, and activity-based process optimization to reductions in outstanding receivables and overall costs. Our ability to deliver results-oriented solutions allows our customers to increase efficiency, lower their overall costs, and even reduce the number of days that receivables are outstanding.

**Special Handling**

At Dell, we understand the market needs and challenges associated with specific sectors of the transportation and logistics industry and have a proven track record in developing and implementing focused, results-driven solutions.

**Shipping Specialization**

Dell Services can help your business merge disparate supply chain tools, and create operating efficiencies. By automating supply chain processes and integrating electronic booking with your trading partners, order management and procurement processes become more efficient to allow your customers self-service capabilities — further optimizing communications and resources. Whether you are moving raw materials, sub-assemblies, or finished goods, you need a technology provider that can help you optimize unit cost, order frequency, and inventory turns.

**Carrier and Logistics Specialization**

Dell excels at end-to-end integration for ordering, fulfillment, tracking and tracing optimization, invoicing, and payment procurement. And by increasing visibility into a shippers’ demands, carriers and logistics providers can better predict and react to these demands. This seamless integration between shippers and carriers enables functionality like electronic proof of delivery with integrated accounts receivables and even accounts payable. Imagine receiving payment 24 hours after proof of delivery. Dell can link all your critical systems for more efficient and effective data management and visibility, reduced costs, and enhanced customer service.

**Real-World Solutions**

- **Rating Engine** — designed and implemented fully customized rating and billing engines for a full service global leasing company that included 700 tables and an infinite number of routings that delivered sub-second response time.
- **Activity-based Pricing** — streamlined and optimized order management and fulfillment for a leading national distributor, supporting the transition from cost-plus to an activities-based model to maximize both the supply chain and assets.
- **Data Center Migration** — moved the data center and reorganized the staff and technology infrastructure for a global leader in supply chain and transportation management solutions. Outstanding receivables were reduced by 66 percent and overhead dropped 30 percent, while improvements to the bottom line increased by over $3 million.
Service Offerings Tailored to Meet Your Needs

Consulting Services
Dell provides process and technology integration, collaboration across the enterprise, optimization opportunities, and customer-facing differentiators. We’ll join forces with your management and staff to understand your business and recommend both current and future changes to yield a measurable return on investment and assets - fast.

Application Services
By utilizing proven methodologies, Dell consistently delivers development projects on time and on, or under budget. Companies seeking to increase the accuracy and timeliness of data, shorten cash application cycles and focus on serving customers choose Dell.

IT Infrastructure Services
Our freight and logistics customers can reap the benefits of enterprise-wide continuity, a reduction in management and communications costs, and increased reliability. We’ll help your company optimize the performance and maximize the value of its investment in IT - from applications and hardware to support personnel.

INTEGRATED SERVICE OFFERINGS IN TRANSPORTATION

Dell Transportation & Logistics is a leading provider of technology-based business solutions for the transportation and logistics industries. Associates from around the globe with deep industry expertise provide IT outsourcing, application development, systems integration, management consulting services and business process outsourcing to maximize customers’ technology investments and align them with their corporate strategies. These services support cost reductions, improved customer satisfaction, streamlined operations, enhanced security and increased profitability. Dell Transportation & Logistics customers include leading airlines, cargo carriers, freight forwarders and third-party logistics providers.
**Business Benefits that Improve Operations and Results**

Dell Services delivers end-to-end solutions that add speed, accuracy, and efficiency to reduce costs and enhance customer service. We can link critical ERP data networks, set up secure data centers, develop and enhance online reservation and inventory management systems, migrate legacy applications, automate mission critical e-business portals, and provide other high-efficiency technology systems.

Our experience includes:

- Business Process Rationalization
- Business Intelligence Refinement
- ERP Management and Maintenance (including SAP, Oracle, and others)
- Logistics Scheduling and Routing
- Procurement Process Optimization
- Customer Relationship Management
- Business-to-Business Integration
- Ergonomics/Man-Machine Assessments
- WMS/TMS Product Selection, Rationalization, and Integration
- Data Center Hosting/Management
- Supply Chain Integration
- Organizational Change Management

Current and past customers include major international airlines, cargo carriers, freight forwarders, distributors, and logistics providers.

**When you Work with Dell Services, You Benefit in Many Ways:**

- **Experience:** With more than 20 years experience developing and delivering solutions for global customers, you can rely on us to manage and maintain your diverse technology solutions. We also build strong alliances with key software vendors to deepen our technology reach.

- **Domain Skill Sets:** Our deep domain knowledge helps us align IT solutions with business requirements across transportation and logistics enterprises, including the supply, distribution, and channel partner networks.

- **Specialty Expertise:** In segments such as electronic commerce, CRM, analytics, supply chain, social media, and more, Dell is an industry leader and we put these skills to work for our customers.

- **Global Delivery:** Our solution delivery centers in the United States, EMEA, Asia Pacific and China enable us to build solutions from onsite, nearshore, and offshore locations to best meet your needs for service, budget, time-to-market, and time zone support.

- **Quality:** Our development and support methodologies conform to the highest industry standards, including ISO 9001, ISO 20000, SEI Level 5, ITIL, and others so you are assured of robust and reliable solutions.

- **Business Process and Infrastructure Services:** Our vast experience in supporting infrastructure architecture and business processes makes us the ideal teammate to align all of your technology systems.

- **Applications Expertise:** For core offerings such as Testing, Business Intelligence, and ERP solutions (including SAP, Oracle, and others) we have dedicated practice groups to deliver projects with greater reliability and consistency across diverse tools and domains.

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.