



# "We needed a tool that would optimally map our process"

DHL Group

Offering top performance in a digital world - that is the strategic goal of DHL Group. This also includes the digital optimization of internal processes. In internal auditing, the Group implemented together with dab: Daten - Analysen & Beratung GmbH HighBond from Diligent (formerly Galvanize). Read why the platform convinced the decision-makers and how the global corporation benefits from the new technology today.

As the world's leading post and logistics provider, DHL Group connects people and markets. The Group focuses on growing its profitable logistics division to be the first choice for global trade. In doing so, the Group actively seeks to reduce its emissions: DHL Group aims to offer zero-emissions logistics by 2050.



Annual revenue  
2020



employees



countries



of net profit goes to  
environmental and social projects

## Using the possibilities of new technology, simplifying processes

DHL Group's internal audit department has always been a key business partner. Throughout the year, various audits are carried out, including business unit and entity audits, as well as audits in growth markets, security and due diligence audits. Software plays a key role in the process efficiency of the audit.

In 2018, department leadership decided to upgrade its technology. "Our software was aging, showing weaknesses. We wanted to get back up to speed technologically," explains Zeljko Zohar, DHL Senior Expert Audit, Strategy & Policies.



For example, the latest data analytics technologies were missing, allowing users to identify and report on trends. A major shortcoming of the old software: the limited reporting function. Analyses across business units were only possible to a very limited extent. Even for individual units, the data could not be optimally maintained and the data quality was not ideal.

DHL Group organizes its workflow in its own DIAMOND framework. This was supported by the application on the whole, but employees still had to work with Excel and various network folders in addition. That was about to change.

"Our SharePoint-based application had the charm of the 90' s and was anything but intuitive to use. With the new software, we not only wanted to improve efficiency, but also appeal more to young job applicants. A modern interface, simple workflows - We wanted that employees like to work with the software."

## Objective evaluation criteria: HighBond wins on points

With his team, Zeljko Zohar prepared an evaluation list for the vendor selection. All requirements were weighted with points according to their relevance. The pool of potential service providers quickly narrowed down: "We identified three vendors that were the best fit for us on paper." The team arranged online demos and were given test access to get an initial practical impression. The clear winner: Diligent HighBond.

"The interface is modern, the dashboard is clear and a reporting tool is integrated. Also very important for us, in HighBond individual test programs are already preconfigured," Zeljko Zohar has not regretted the decision even three years later.

"With HighBond, we have a platform that supports all our audit processes and simplifies handling significantly."

Zeljko Zohar

## HighBond: In five months to the first test deployment

The process from kickoff at the end of 2018 to the commissioning of a first prototype took around five months. The HighBond platform has already been marketed in German-speaking countries for many years by dab: Daten - Analysen & Beratung GmbH. In a joint workshop with Diligent and DHL Group, the dab consultants recorded the requirements and discussed possible implementation paths. dab also took over the subsequent configuration of the SaaS application for the DIAMOND workflow. In June 2019, the heads of individual testing departments were able to log into the first prototype.

This was followed by further optimizations and employee training. dab offers to provide this training to its customers. However, DHL Group decided to organize the knowledge transfer itself in order to become independent of external support as quickly as possible.



The company used in-house training and developed an online academy where employees could learn individual functions of HighBond via video lessons. The concept worked: Just one year after kickoff, the internal audit department was working with the new system.

The migration of the legacy data was handled by dab. Six months later, DHL Group was able to finally switch off its old system.

## Feature requests were taken seriously

How has the system performed almost three years after its introduction? With creativity and configuration, dab has been able to map DHL Group's entire audit process - from planning to reporting, users are now guided through the process by the platform.

"It's small things that have measurably improved our efficiency," reports Zeljko Zohar. "Auditors can now send messages directly from the application, and responses are assigned to the audit. We can request documents for each audit step to prove the findings in an audit-proof manner. Documents no longer have to be searched for in third-party applications."

The team leader is particularly excited about Citation Mode: users use it to highlight important text passages in documents and can link evidence to their findings. "This was not possible in the past and is, to my knowledge, unique. No other tool offers that." Internal Audit has been able to replace many manual processes with automated ones thanks to the platform. "Of course, we are continuously developing our processes and have new requirements for HighBond."

In any case, Zeljko Zohar need not fear that DHL Group will once again lose its technological connection. As an SaaS application, HighBond offers its users regular free updates with functional enhancements and optimizations.

## Key Outcomes

### Huge timesaving

Lean processes simplify the review, many accompanying tasks are obsolete (e.g. requesting documents)

### Stronger performance

HighBond performs multiple times faster than the spreadsheet-based SharePoint solution

### Efficient communication

Task-related communication directly on the platform at the respective to-do (comments, assignments, etc.)

