



Corporate Member Spotlight – November 18, 2011

Exel / DHL Supply Chain



1. In a nutshell, what is your company all about?

Exel is the North American leader in contract logistics, providing customer-focused solutions to a wide range of industries. Sister organization DHL Supply Chain is the global market leader in the logistics industry with a presence in more than 60 countries and territories, including Latin America. Our innovative network design, manufacturing support, warehousing, packaging, transportation, and value-added services bring together all aspects of supply chain management to deliver operational excellence and competitive advantage to customers.

2. What makes your company different than other companies in your industry?

We understand that now, more than ever, customers need integrated transportation and warehousing solutions that improve flexibility and allow quick adaptation to changing market conditions. But, a fully integrated, responsive supply chain requires logistics solutions that extend beyond traditional 3PL services to deliver these higher levels of customization and end-to-end visibility and control. By complementing contract logistics offerings with specialized capabilities such as contract manufacturing and home delivery services, we can extend the supply chain both deeper into manufacturing and closer to the consumer, thereby providing more comprehensive solutions to address business challenges and capitalize on market growth opportunities.

3. What was your company's most recent greatest accomplishment?

We consider supporting our customers' successes to be the single greatest achievement. In spite of a faltering global economy over the last several years, organic growth has been a source of tremendous strength for our company. And, the addition of new customers taking advantage of unique Exel/DHL Supply Chain offerings such as MRO indirect supplies management, PharmaShare multi-client Life Sciences solutions, contract manufacturing and secondary packaging services, and direct-to-consumer delivery services, are testaments to the increasing value of customized solutions that integrate warehousing, transportation, and value-added services.

4. What is the biggest challenge you face in your industry?

With the increasing importance that supply chains play in business today, we see far more opportunities than challenges for our industry. As with any business, the ability to respond quickly to changing market demands, continue to uncover new efficiencies, and anticipate the impacts of a volatile global economy continue to be areas of focus. We are envisioning what the supply chain of the future may need to look like to ensure that our transportation, warehousing, manufacturing support, and other specialty offerings are designed to continue to deliver the high value our customers expect in the decades ahead.

5. Why is your company a CSCMP Corporate Member?

As one of the few supply chain educational organizations with a multi-industry, multi-region reach, we see strategic value in our relationship with CSCMP. We have enjoyed a strong partnership in North America. As CSCMP extends its presence in Europe and launches a new office in the Middle East where DHL Supply Chain has a strong presence, the opportunities to share best practices and provide more value to our global customers through our affiliation continue to grow.