



Global Player in Logistics Enjoys the Benefits of Standardization



DHL



Employee +380,000



Germany



Logistics

About DHL

DHL is the Global Market Leader in the International Express and Logistics Industry. It is also the world's number 1 in ocean freight and contract logistics. DHL offers a full range of customized solutions - from express document shipping to supply chain management.

DHL's international network links more than 220 countries and territories worldwide. Around 380,000 employees are dedicated to providing fast and reliable services in 120,000 destinations on all continents. DHL is 100-percent owned by Deutsche Post World Net.

The Challenge

For DHL, the challenge was to manage its IT services more effectively and efficiently by automating many of the managing and maintenance tasks. To understand why Login AM became the solution of choice for this challenge, let us look at DHL's situation first.

- DHL's business is highly dependent on IT. Its IT services are crucial to the achievements of the company's business strategy. Each business transaction generates many IT transactions. Enabling global delivery of applications and access to this vital information improves DHL's time to market.
- With 2,600 business application servers in 350 server locations worldwide, DHL operated many different end-user devices and operating systems. DHL decided to consolidate and centralize its IT as well as optimize the utilization of its infrastructure. The overall purpose of this step was to improve IT support and business processes, in a scalable, reliable, and flexible environment that reduces costs.

“The introduction of the Automation Machine helped DHL reduce its management and maintenance efforts and costs while raising the quality of the change process, with fewer incidents and questions from users within the company.”

- DHL decided to use Citrix Presentation Server as a strategic solution for virtualizing the delivery of a lot of business applications. The company currently has 36,000 concurrent licenses and virtualizes about 700 business applications on Presentation Server for tens of thousands of users.
- Business applications delivered using Presentation Server are mixed seamlessly with locally installed applications like Microsoft® Office in the same interface. The applications accessed on any device, including UNIX® workstations from HP and connected to the LAN. Also, DHL implemented 4,000 thin clients running a published desktop, which is ideal in the warehouse environment at the Logistics division and the sorting hubs of DHL Aviation.

Implementing a DHL Citrix Presentation Server 4.0 Farm Architecture leads to new questions at DHL. The complexity of the different Citrix environments required great efforts in deployment and maintenance. The magnitude of the operation and the large workload involved in handling changes would require DHL to set up a large IT services organization, with many operators. Thus, prompting the need for some form of automated management at DHL, preferably resulting in higher standardization and cost reduction.

The Solution

Efforts to resolve DHL's IT management issues would need to bring a higher degree of standardization. The introduction of Login AM was to help DHL reduce its management and maintenance efforts and costs while raising the quality of the change process, with fewer incidents and questions from users within the company. As some DHL IT managers had previously experienced working with Login Consultants at other enterprises, exploratory talks with Login Consultants were set up. Central issues in these talks were Login AM benefits in different areas:

- Cost reduction by automation and standardization
- Ease of implementation, without the need for lengthy and costly change and redesign processes in DHL's IT service organization

The promise of Login AM was put to the test in a pilot project. After the results had proven to be favorable, Login VSI managed to design the Login AM architecture for DHL in eight weeks, and the migration project began.

The Results

- Reduced Citrix Farm Size by 25% (800 servers are maintained by 4 operators)
- Reduced server (re-) build time by 80%
- Reduced total Citrix licenses needed through global license pooling
- 2% incidents on average on every 400 changes
- ROI within 18 months with 50% of savings achieved through the implementation of the new Management Framework



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About Login VSI

Login VSI automatically tests and validates the impact of change to physical, virtual and cloud-based workspaces, to maximize the true end-user experience.