



Combining Multi-Principal Order Management with Cutting-Edge Transport Management.

Streamlining and Optimizing Third-Party Logistics

Bremer Pauw - Managing Director: Africa | DHL Supply Chain

David Lubinsky - Managing Director Opsi



Speaker

Introductions.

SAPICS 2025 Speaker



SAPICS

The Leading Event in Africa for Supply Chain Professionals

47th ANNUAL CONFERENCE

Century City Conference Centre, Cape Town

Bremer Pauw

Managing Director, DHL Supply Chain, Africa

Presentation: Optimising Third-Party Logistics: A Case Study

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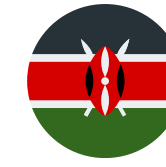
Managing Director, Opsi Systems, South Africa

Presentation: Optimising Third-Party Logistics: A Case Study



Company

Introductions



**Great
Place
To
Work[®]**



KG'S OF
WASHING
POWDER
426M

KG'S OF
CEREAL
HANDLED
139M



KG'S OF
DIAPERS
HANDLED
83M

CASES OF BEER
WE HANDLE

218M



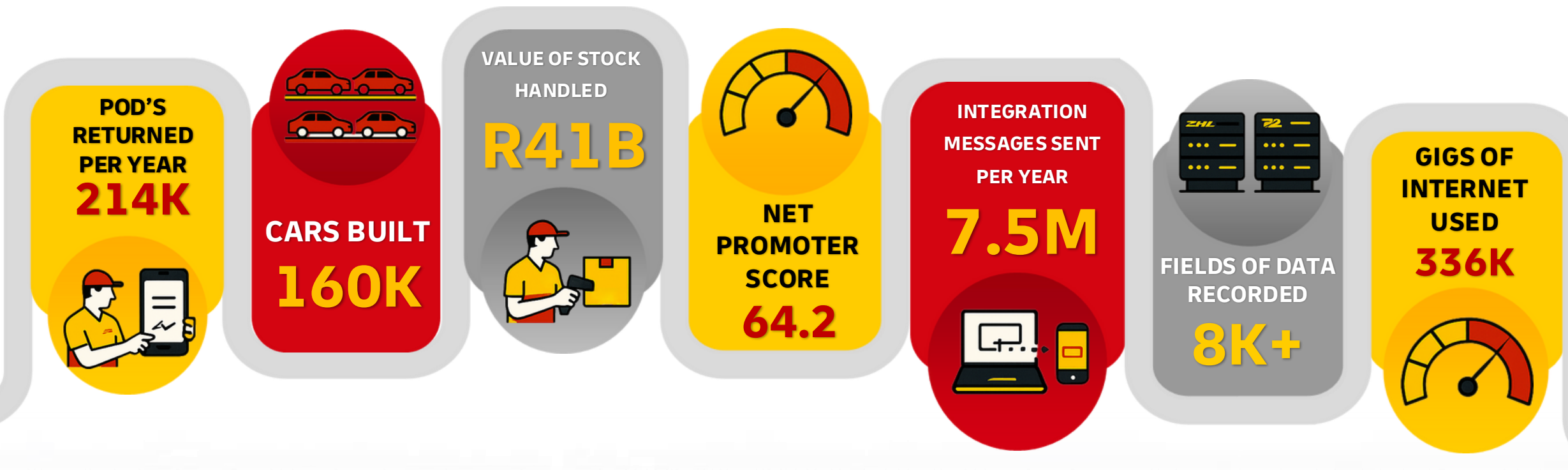
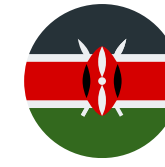
KG'S OF
CHOCOLATES
81M

CASES PICKED
PER YEAR
138M



WAREHOUSE
SPACE
1M sqm





In South Africa and Across the Globe.

Ops Systems, a trusted technology provider with over 25 years of experience, helps logistics and supply chain businesses enhance operational efficiency.

Founded in South Africa and serving diverse industries, Ops delivers robust, scalable solutions like **TOMS (Transport Order Management System)**, which streamlines the complete order lifecycle from route assignment to billing, improving accuracy and end-to-end visibility.

Delivering smarter, faster, and more efficient logistics.

65+

Team Members

100+

Customers

20+

Countries



Welcome

Agenda

- ▣ The Challenge
- ▣ The Solution
- ▣ The Benefits
- ▣ Future Development & Vision
- ▣ Questions & Answers



The Challenge.

Legacy Systems and Multi-Principal Complexity.

Third-party logistics is inherently complex. Providers must continuously adapt to a dynamic network of client demands, market pressures, and operational constraints.

+ Multiple principals, diverse needs

Serving varied clients with different service levels, product types, KPIs, and delivery expectations.

+ Delivery precision vs. cost efficiency

Balancing accuracy and reliability with the constant push to reduce costs.



- + **Aging** Operational Platform
- + **Shortage** of Skilled Resources
- + **Expensive** to Maintain the System
- + **Outdated** Programming Language
- + **Cyber Security Risk** due to old IBM platform
- + **Development** Changes for New Clients Take Time
- + **Slow** process due to resource constraints and outdated platform





For DHL and its partners, the need for change has been driven by a push for better visibility, faster onboarding, smarter collaboration, and modern, cloud-based solutions that can scale.

The demands of multi-leg transport, diverse customer needs, and global performance benchmarking require more than just incremental tweaks.

The need for a streamlined, integrated approach where every piece of the puzzle from order management and product-master maintenance to BI reporting works together seamlessly, with the flexibility to add new features as DHL evolves.

Challenges With Legacy BI Reporting



As part of our internal reporting environment, DHL utilizes BI reporting software from an existing supplier which provides a centralized list of available reports across all customers. However, there are a few limitations with the current structure:



Reports are **not summarized by customer view**. Users are required to manually search for each customer and the relevant report, which makes it difficult to gain an at-a-glance view of customer performance.



There is **no visual indication** of whether key performance indicators (KPIs) are being met without opening individual reports.



Reports are **custom-built per customer**, with limited standardization across the base. This reduces the ability to compare performance metrics across multiple customers efficiently.



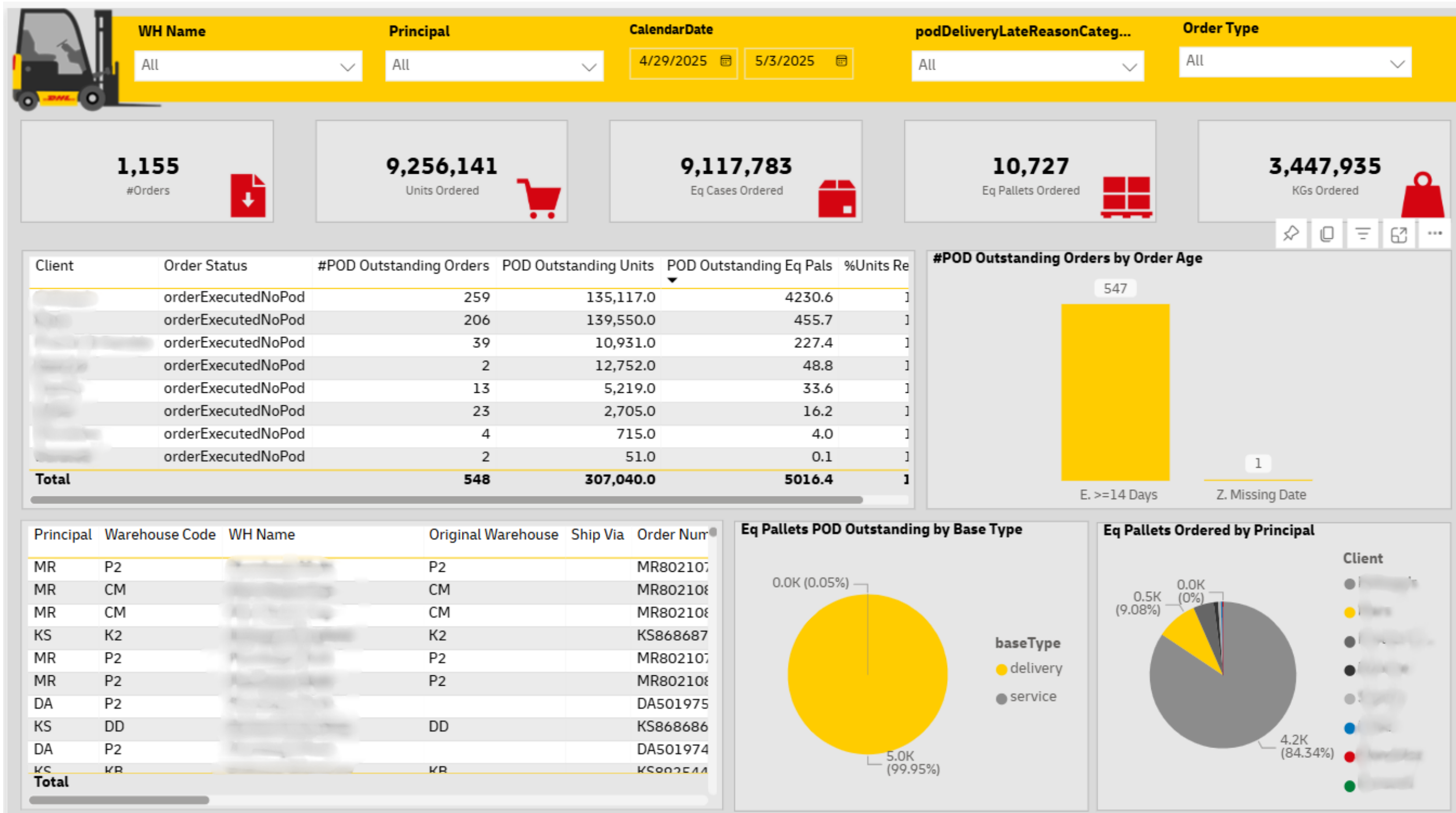
For group distribution, **specific reports are pre-scheduled** and automatically emailed to defined internal or external recipients in Excel format.

The screenshot shows a terminal window titled "DHL Supply Chain PRIDE Order Enquiry". It displays a list of orders with columns for Order#, Whse, Exp, Ship, Sts, Account, Brn, Ship, Pick, Load, and Route. The data is as follows:

S	Pride Order#	Whs	Exp	Ship	Sts	Account	Brn	Ship	Pick	Load	Route
-	MT0078439	P2	17/04/2025	A	R0849	NAT 0000	WMOS	9104007	P2XDLOC		
-	MT0078440	P2	15/04/2025	T	T1213	TVL 0000	WMOS	9101008	P2TUELOC		
-	MT0078441	P2	15/04/2025	T	T1213	TVL 0000	WMOS	9101008	P2TUELOC		
-	MT0078442	P2	17/04/2025	A	T1833	NAT 0000	WMOS	9104007	P2XDLOC		
-	MT0078443	P2	22/04/2025	A	T1727	TVL 0000	WMOS	9105005	P2NWMOTU		
-	MT0078444	P2	17/04/2025	A	T1744	TVL 0000	WMOS	9105012	P2MATT-W		
-	MT0078445	P2	16/04/2025	A	T1072	CAP 0000	WMOS	9101002	P2TPWED		
-	MT0078446	P2	22/04/2025	R	T1713	NAT 0000	WMOS	9105001	P2XDLOC		
-	MT0078447	P2	22/04/2025	R	T1713	NAT 0000	WMOS	9105001	P2XDLOC		
-	MT0078448	P2	22/04/2025	R	T2019	TVL 0000	WMOS	9106011	P2MONLOC		

Additional text in the terminal includes: "OrigRef for Split", "F3=Exit", "F12=Previous", "Select order and press ENTER", and "More...". The window title bar shows "Host: Pride.prg-dc.dhl.com" and "Port: 23".

Improved BI Reporting - POD



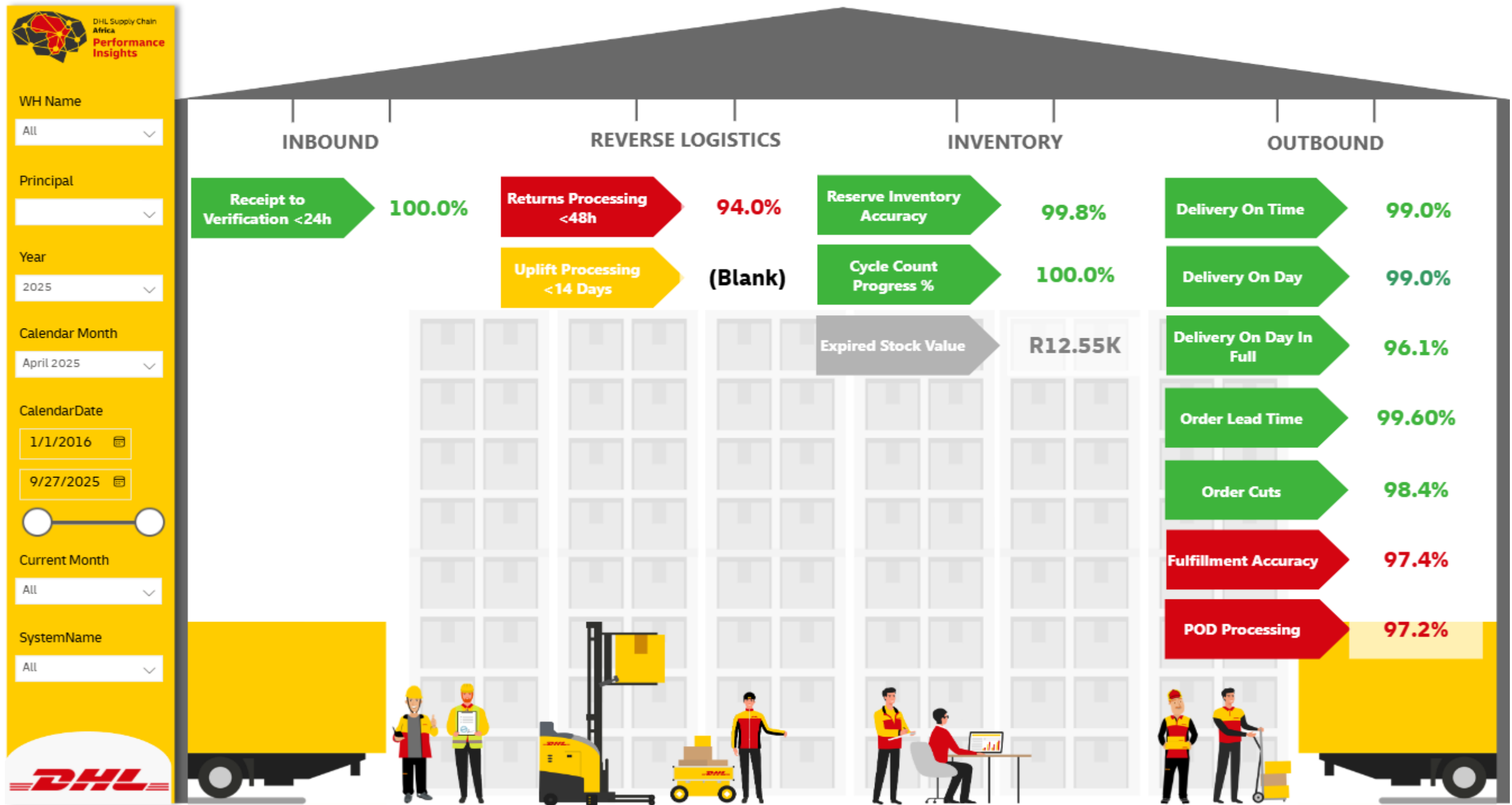
+ Standardized KPI's and visualisation across multiple customers.

+ Easy to see and understand if we are meeting KPI's or not.

+ All required information per customer grouped at a customer level report.

+ Automated emails with data and links to reports still shared to groups that require the information.

Improved BI Reporting - Service Level

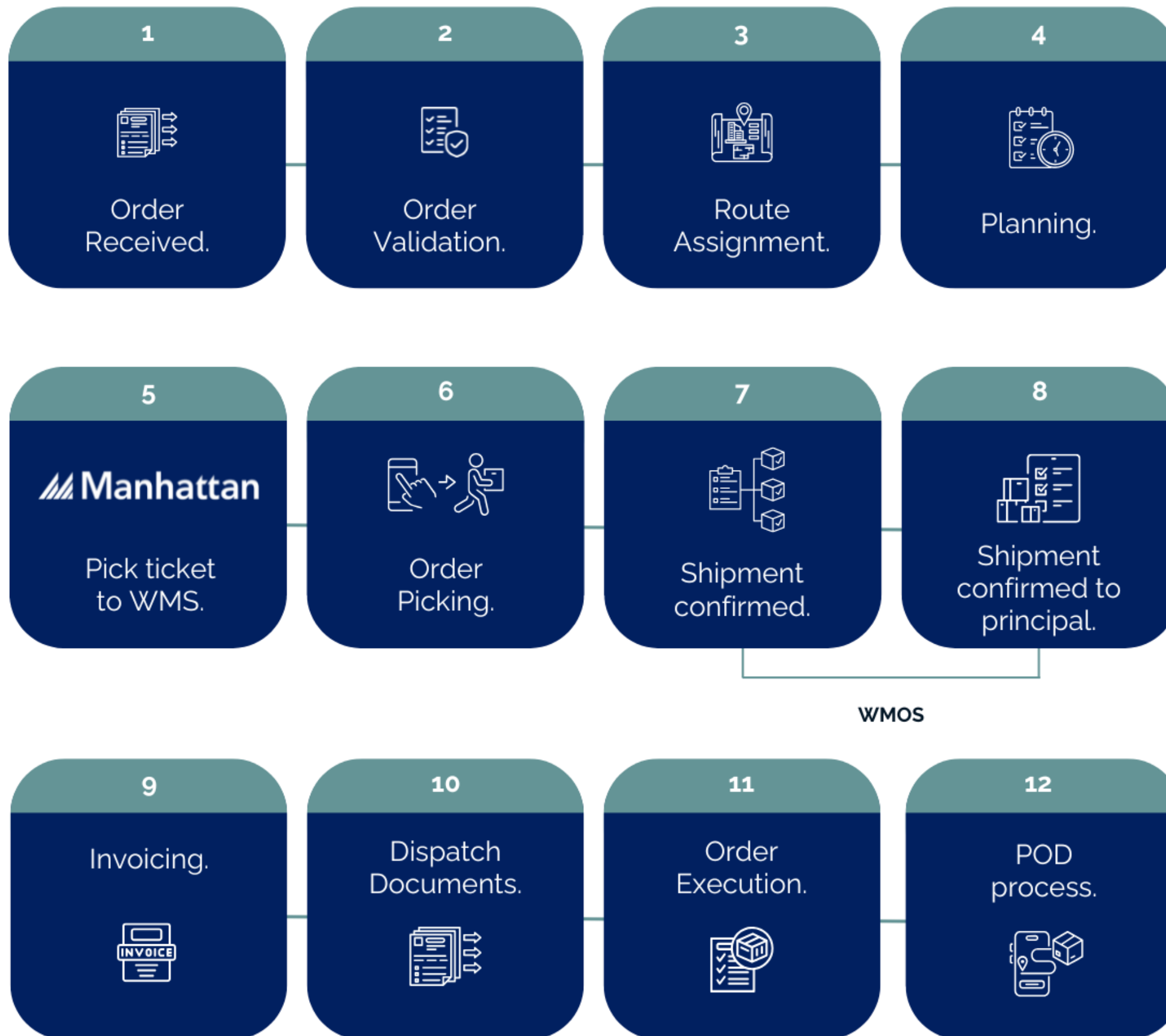


While the system is functional, it lacks scalability and real-time insights, placing a heavy manual burden on account managers and limiting visibility for proactive decision-making.



TOMS

A modern Solution.



- + Order Processing, Route Assignment & Planning.
- + Shipment Fulfilment Process.
- + Post-Shipment Process.

TOMS (Transport Order Management System) is a transport order processing solution developed by **OPSI Systems** for **DHL Supply Chain**. It replaces the legacy system known as **Pride** and integrates with existing DHL and OPSI platform named **Tramm**.

TOMS is designed to manage every step in the transport order process, including:

- + Route assignment
- + Load composition
- + Shipment confirmation
- + Reverse logistics
- + Billing and invoicing

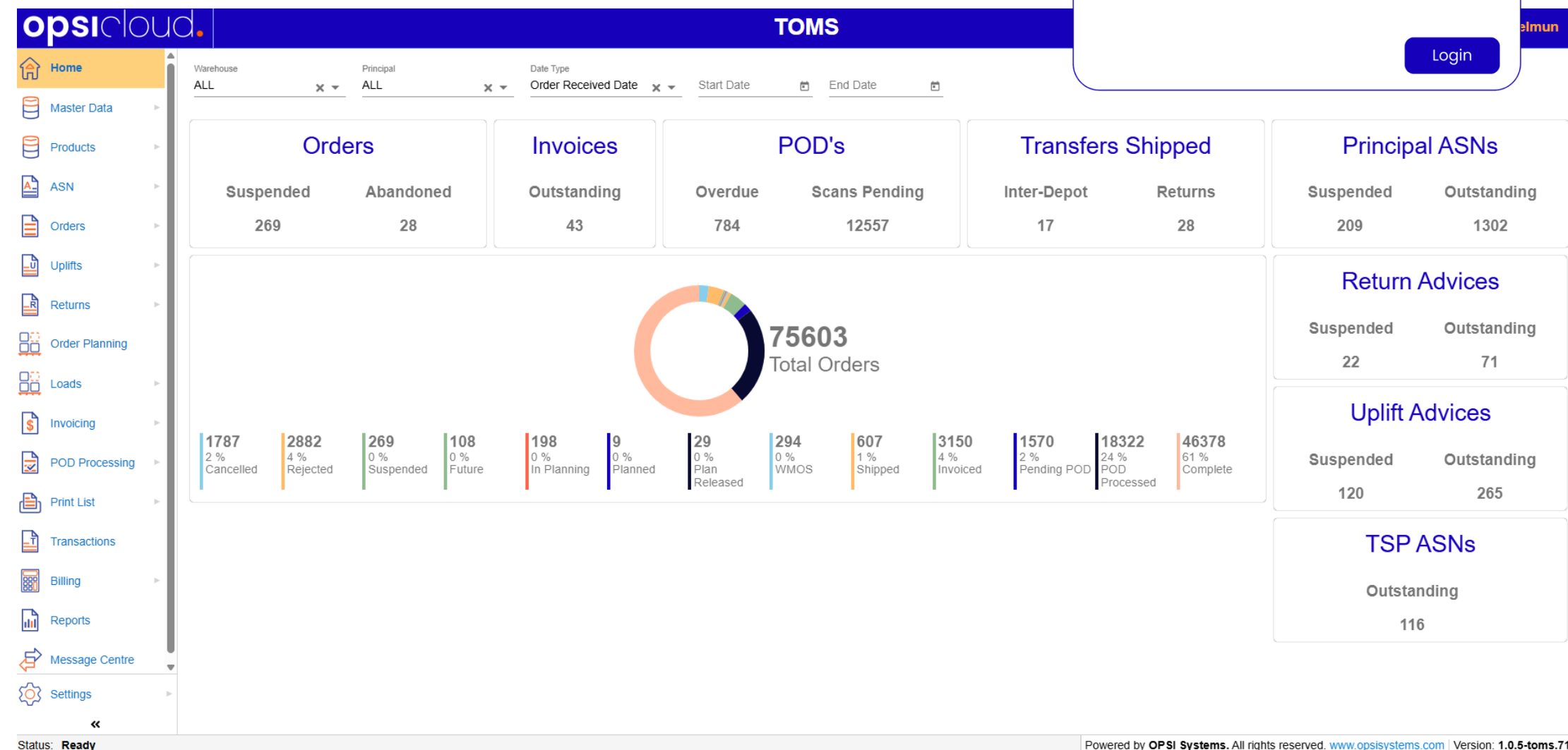
Login

Welcome, lets get started!

Username

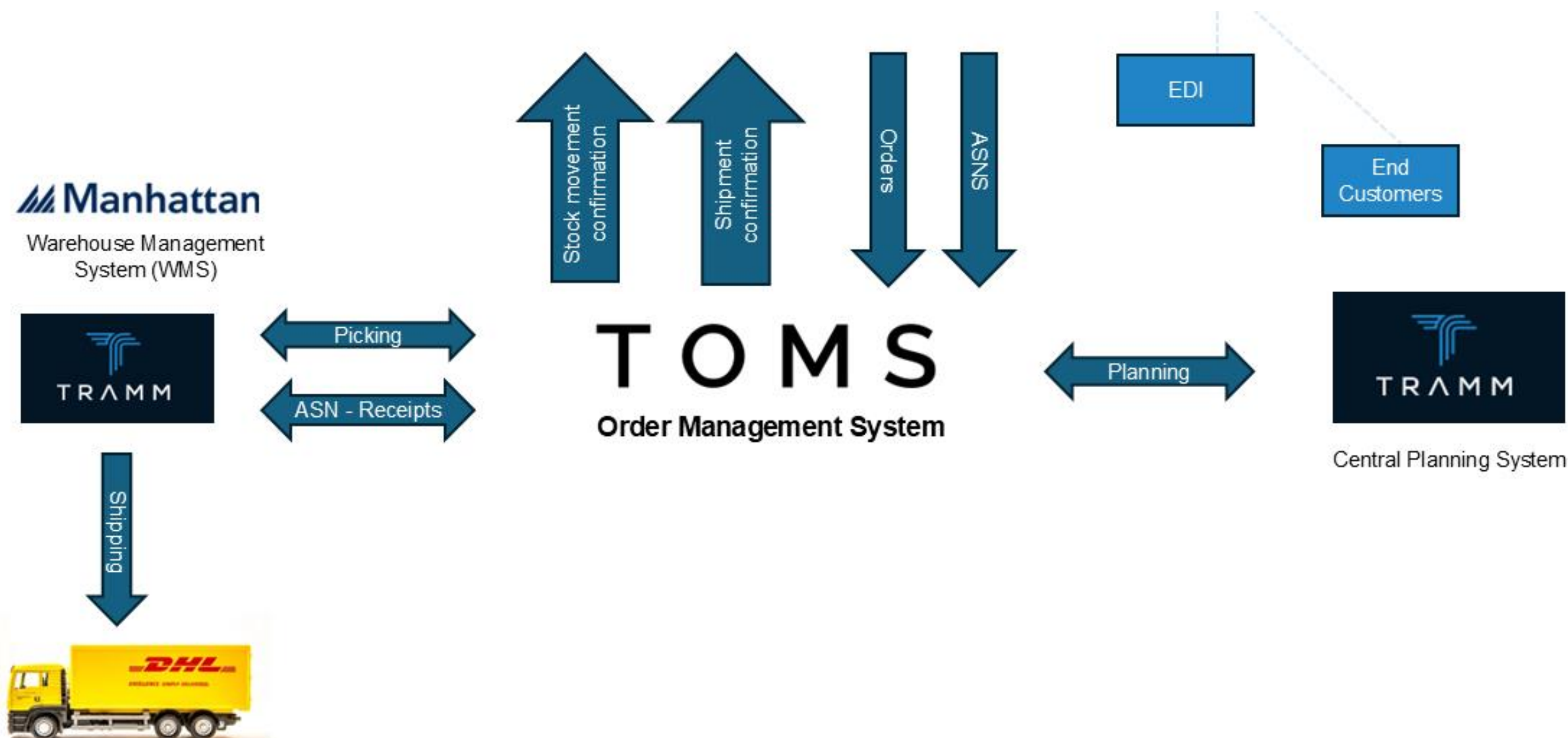
Password

Login



Principal Sectors

- Life Sciences & Healthcare
- Manufacturing Logistics
- Consumer & Retail
- Technology



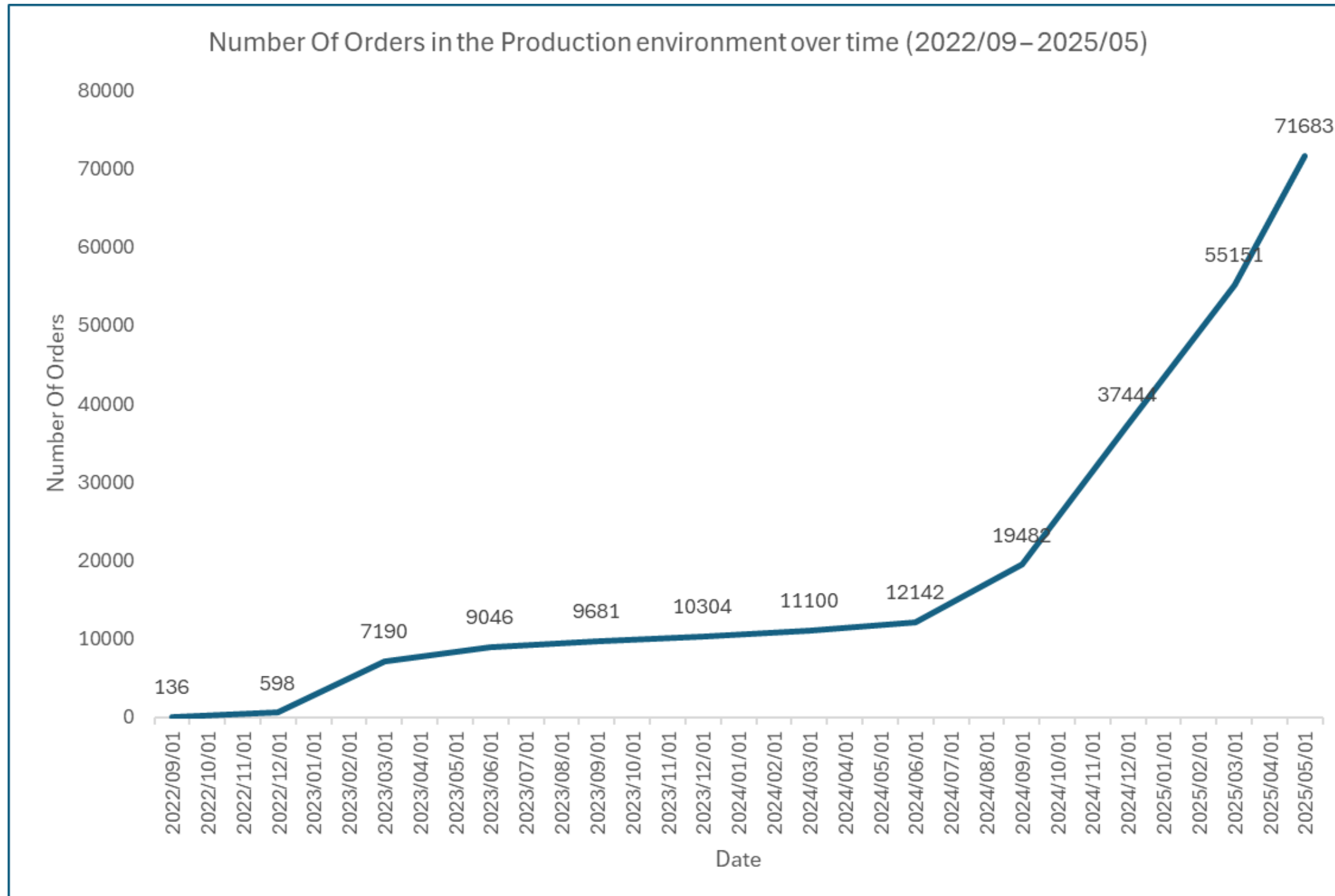
This flow illustrates the core operational handoff between key systems and stakeholders.

Principals submit orders into TOMS, the central Order Management System, and receive shipment confirmations through it.

TOMS then coordinates with TRAMM for planning and with the Warehouse Management System for stock movements, picking, and ASN handling.

Once orders are fulfilled, DHL executes the final mile.

This integrated process ensures visibility, consistency, and accuracy from planning to shipment.



- + Strategic Implication - System is performing well under growing demand.
- Strong Correlation Between Go-Lives and Order Growth.
- High-Impact Principals Drive Majority of Volume.
- Significant Acceleration Post Mid-2024.
- Forward-Looking Demand Is High.



Engaging the Right People Early Strengthens Outcomes

Bringing key users into the process early helped shape better solutions together, reduced rework, and led to smoother delivery.



Setbacks Are Inevitable. Agile Response Matters

Delays and iterations were necessary, but adopting Agile helped us adapt quickly, own issues, and keep stakeholders aligned through continuous feedback and transparency.



One Size Doesn't Fit All

Different teams or markets have unique order processes flexibility and customization are key.



Balance Between Speed and Stability

Rapid changes can introduce risk having a strong QA and UAT process is non-negotiable.



Clear, Proactive Communication Drives Alignment

When ambiguity arose, proactive and structured updates ensured teams stayed aligned, minimizing confusion and maintaining momentum.



Success Means Adoption and Iteration Drives It

Go-live marked the start of a feedback loop. By partnering with users through training, support, and continuous iteration, we enhanced adoption and evolved the product into something even better





Results.

Success Story.



**MODERN
TECHNOLOGY**

**REDUCED
MANUAL EFFORT
& ERRORS**



**INCREASED
VISIBILITY AND
RESPONSIVENESS**

**FASTER.
EASIER.
USER FRIENDLY.**

**DESIGNED
BY EXPERTS**
opsi.



**REAL TIME
INTEGRATION**

**EASY ACCESS
TO
INFORMATION**

**ENHANCED
TRANSPORT
ASSET
UTILIZATION**

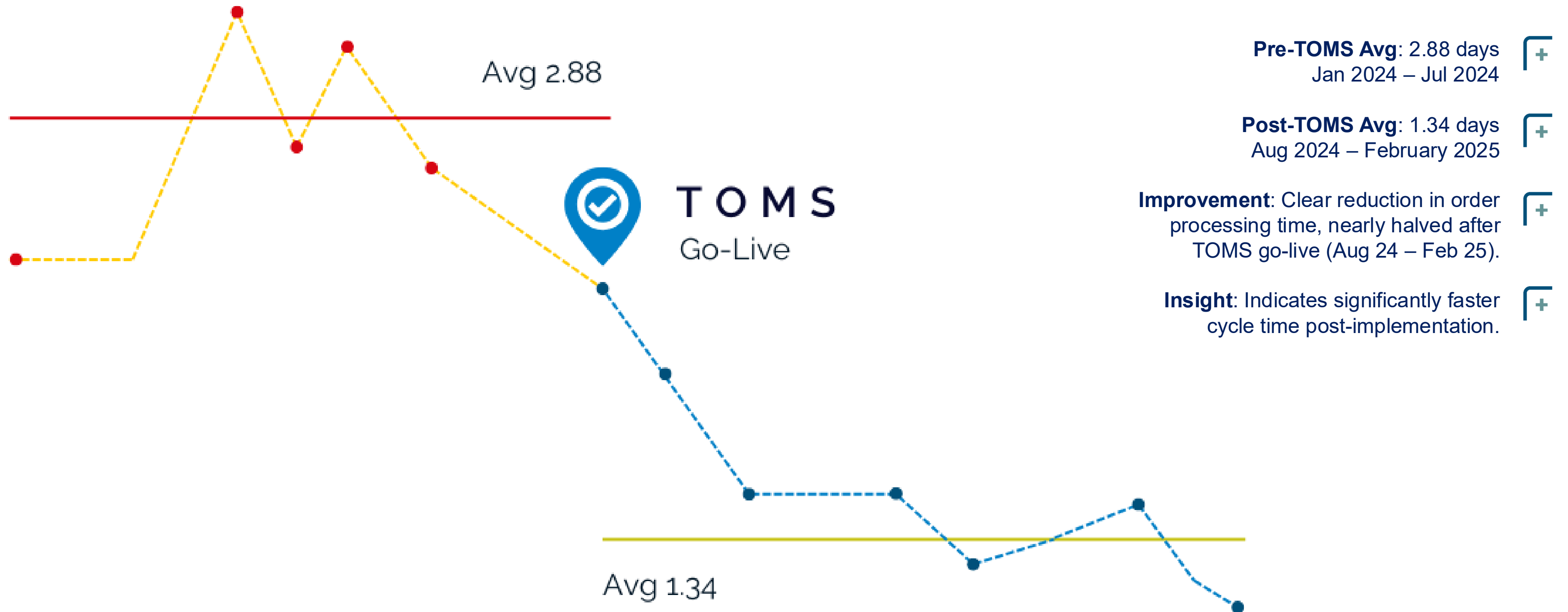


**ABILITY TO
AUTOMATE
PROCESSES**

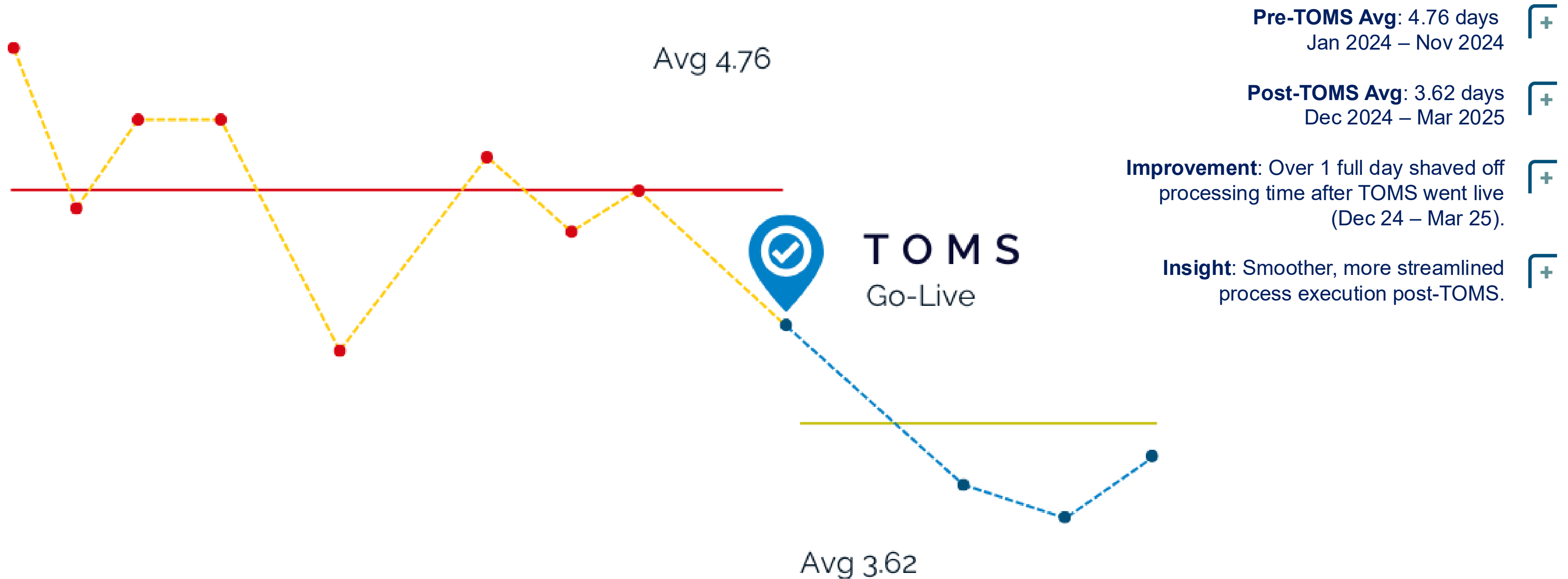


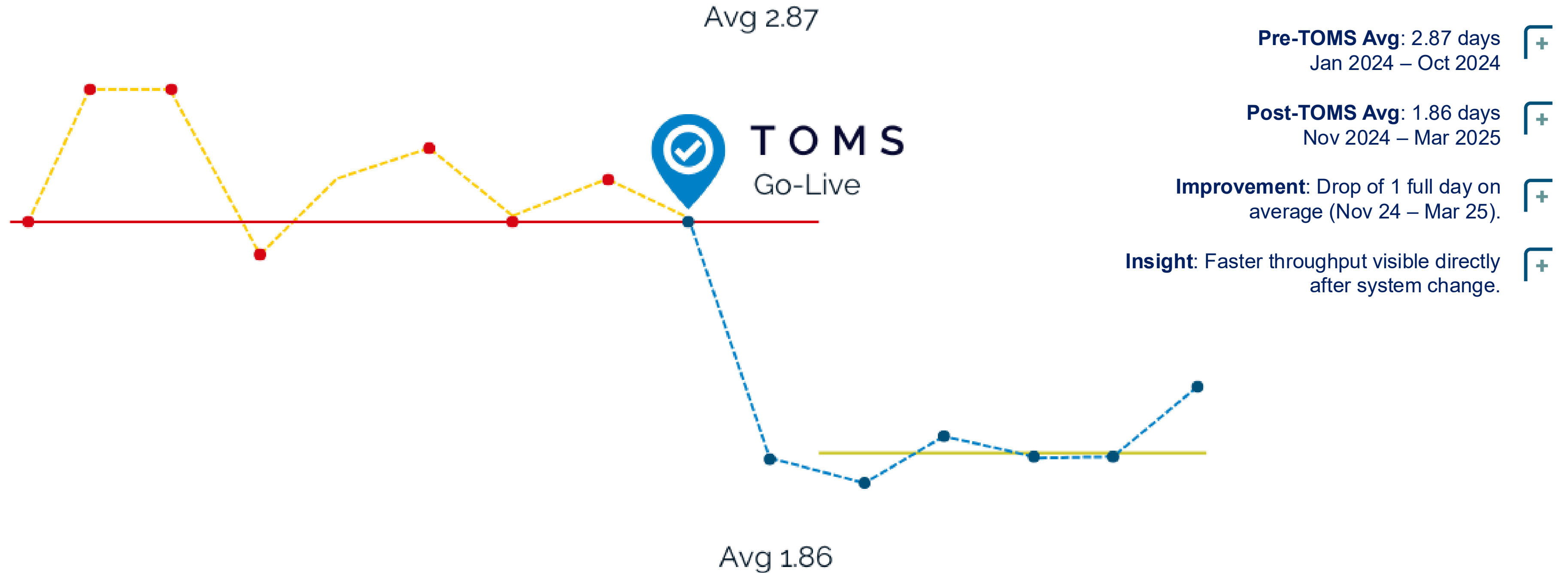
**IMPROVED ON-
TIME DELIVERY
RATES**

**STREAMLINED
BILLING
PROCESSES**



Order Processing Time





Scalability on a Global Level.



Current DHL Integration of TRAMM Globally:

- ✚ South Africa
- ✚ Kenya
- ✚ Uganda
- ✚ Tanzania
- ✚ Finland
- ✚ Sweden
- ✚ Turkey
- ✚ Poland
- ✚ Slovakia
- ✚ Hungary
- ✚ Netherlands
- ✚ France



Future Development.

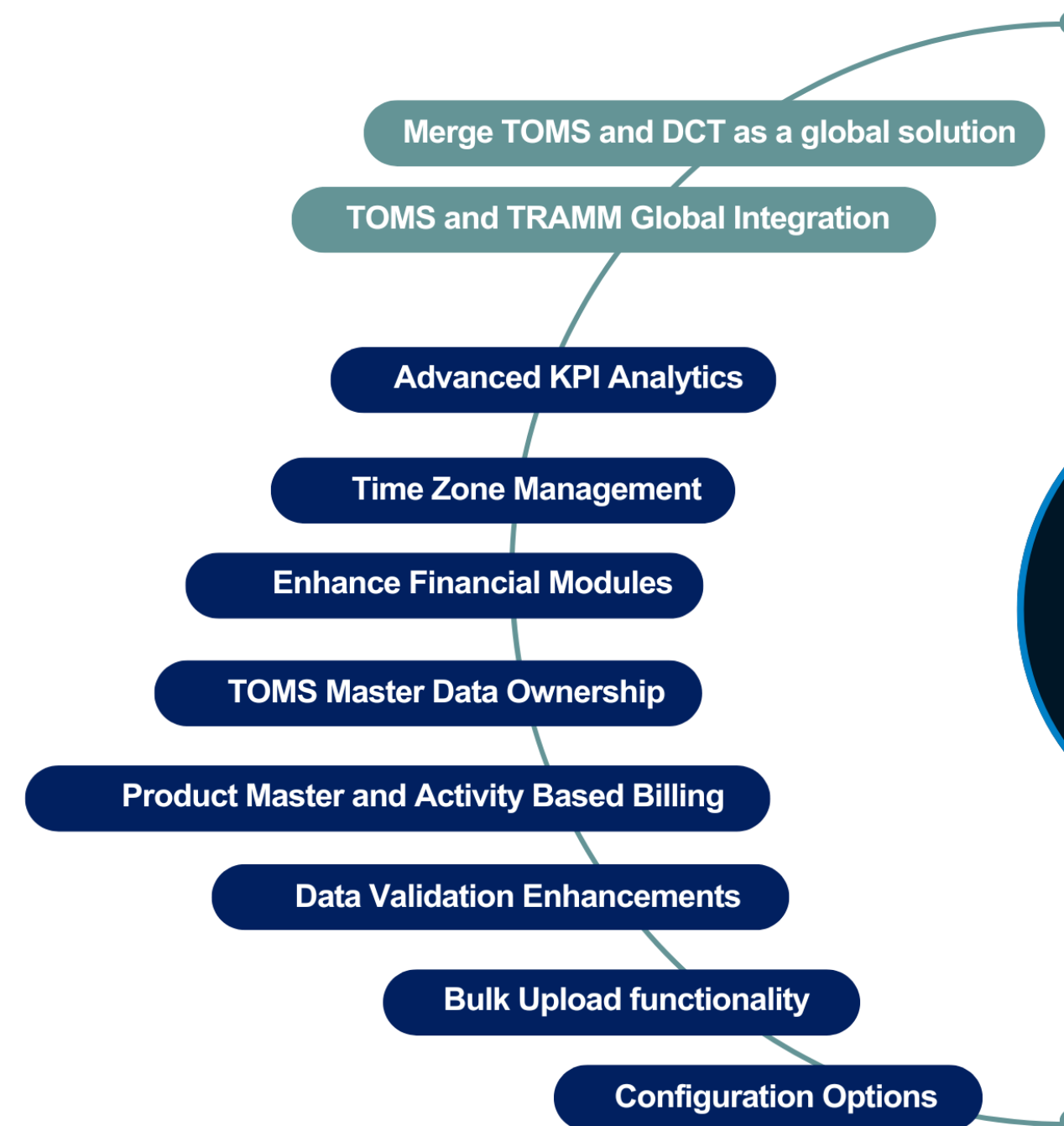
What's next for TOMS and DHL?

What's next for TOMS and DHL?

As the TOMS platform continues to evolve in partnership with DHL, we're entering the next phase of smart supply chain innovation.

Planned enhancements will deepen data accuracy, strengthen operational alignment across global sites, and support future scaling through seamless integration with **TRAMM** and **DCT**.

These next steps are geared toward delivering greater consistency, control and efficiency.



FUTURE DEVELOPMENT

Strengthening TOMS platform global presence in partnership with DHL Supply Chain.



WHAT IS NEXT?

Planned future development for 2026.



Thank you.

Questions and Answers.



Contact us.

Connect with OPSI or DHL.



Bremer Pauw
Managing Director: Africa
bremer.pauw@dhl.com



David Lubinsky
Co-Founder & Managing Director
david.lubinsky@opsi.co.za