

The Domo logo, consisting of the word "DOMO" in white, uppercase, sans-serif font, centered within a solid blue square.

DOMO

Customer Success Story



“It’s totally eye-opening to me how much more we can do with the data in Domo. The different kinds of graphs that Domo just makes available to us blows my mind.”

Dina Bunn

Global Head of Central Operations & IT | DHL Temperature Management Solutions



Organization:
DHL

Location:
Fort Lauderdale, FL

Website:
www.dhl.com

Industry:
Global Freight Logistics

DHL is the leading global brand in the logistics industry, offering an unrivalled portfolio of services ranging from national and international parcel delivery, international express, road, air and ocean transport to industrial supply chain management

Notable Data Sources:



Before Domo

DHL Temperature Management Solutions is a division of DHL Global that provides temperature controlled pharmaceutical logistics. Temperature matters in pharmaceutical shipping because certain pharmaceutical and biological goods can lose their potency if they do not stay within a required temperature range. This can have devastating consequences for someone who is relying on that medicine.

- Needed visibility into millions of data points captured throughout the shipping process to troubleshoot issues
- Existing system had limitations on the number of tables and data sources that could be combined

"We collect ambient temperature data throughout the package logistics process, and we store that data in a database. Before Domo, it would take a week to get the data, clean it up, put it into an Excel file, create a pivot table and supply that information to our team. We saw a clear need for a business analytics tool that could take the data and translate it into actionable information."

After Domo

Ability to Manipulate Data

"With Domo, we are able to combine data however we want to. We pull all of our data into Domo, and we can able to manipulate it as we need to. It's almost inconceivable how much more we can do with Domo than what we could do before."

Actionable Information

"With Domo, we're able to visualize and derive actions on data that we didn't have a grasp on before."

Visualization

"My favorite thing about Domo is the visualization. It is really intuitive. It provides a snapshot of what I need to know, not only from a high-level but from a detailed level as well."

Troubleshooting Issues

"With Domo we're able to pinpoint issues that we couldn't see before. For example, a certain product, on a certain lane, at a certain station is experiencing an issue repeatedly. In Domo, we can create a heat map and identify the specific issue. That kind of info wasn't really clear to us before."

Better Customer Engagement

"Domo allows us to give our customers reports and visualization into their shipments that they couldn't see before. Employees are able to see more clearly the story behind the data and they can articulate that to customers."