

CASE STUDY



# ProGlove powers DHL's Bulky Goods 2.0 initiative

## INDUSTRY

Post & Parcel

## PROGLOVE SOLUTION

MARK 2, MARK Display

## APPLICATION AREAS

Bulky goods handling in parcel centers

## NUMBERS

PROGLOVE customer since

**2020**

At

**38**

parcel centers

## RESULTS

- Faster processes
- Adding mobility by removing restrictions that come with stationary terminals
- More time for processing packages
- Reducing errors, worker stress and travel time
- Saving up to 4 seconds per scan

PROGLOVE devices in use

**400**

# About DHL

DHL is one of the world's most important logistic companies, which provides parcel and international express services, freight transport, and supply chain management services, as well as e-commerce logistics solutions.

## Synopsis

At DHL's parcel centers operators sort packages. To facilitate this time-consuming process, DHL designed the Bulky Goods 2.0 project. The aim of this project is to bring the tools to the employee rather than having the operator go to the tool. Thus, DHL combined a smartphone for full operator mobility, an app to interface with the management system, a mobile printer and ProGlove's wearable barcode scanners. The objective was to keep the operators' hands free while increasing ergonomics and efficiency.

## Challenge at DHL

The parcel centers are the backbone of DHL's distribution network. However, the booming e-commerce business led to a steep increase in the organization's fluctuating overall shipment volume. DHL needed to address this surge while working with the same size areas in its parcel centers. A significant share of the daily shipments come in varying sizes and formats. Yet these bulky items require manual processing to a large extent. This disrupts the smooth flow of parcels. But customers expect each package to have a reliable delivery time, transparent tracking and a flexible delivery location, nevertheless.

### DR. SIMON DEYMAN

Vice President Operations  
Parcel Hubs Germany  
Deutsche Post DHL at DH

"Mobile scanning solutions such as ProGlove increase the transparency and the reliability of our services. In an industry where time is everything, it all comes down to shipping more, minimizing errors and enhancing process quality."

# Application at DHL

## Bulky goods handling with increased efficiency

Prior to the Bulky Goods 2.0 project, the bulky parcel handlers had to manually process each item at a terminal, print a barcode, attach it to the item and then carry it away. The initiative streamlined this process. The operators now open the app, register the wearable scanner by scanning the barcode and then register the mobile printer. That's all to get the operators started. They no longer have to wait for the feeder. The boots on the ground are thus flexible to work at any point where the bulky goods arrive. They always have the tools they need with them and keep their hands free. ProGlove's smart gloves replaced the conventional pistol scanners, saving up to 4 seconds per scan. The work step of picking up and putting away a pistol scanner is no longer necessary. Therefore, the bulky parcel handlers can scan goods and process them simultaneously as their hands are free. The lightweight and unique ergonomic design of ProGlove's solution reduces worker stress and minimizes errors. The workflow is no longer

