

BRINGING ROBUST AND RESILIENT **IT SOLUTIONS** TO YOUR SUPPLY CHAIN



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EXCELLENCE. SIMPLY DELIVERED.



IT CHALLENGES WHEN DISASTER STRIKES

Supply chains are becoming leaner and more complex and therefore more sensitive to disruptions. IT has never been more crucial to supply chains, and now plays a fundamental role in growing and sustaining companies across all sectors and industries. Recent disasters and media focus have increased the awareness of the need for resilient IT systems. Ensuring long-term stability and resilience of supply chain IT systems is therefore essential to business continuation in the event of a disruption.

Businesses have never been so connected, with IT crucial in everything they do. From manufacturing vehicles, packaging food, and logging procurement requests to transporting items, IT plays a leading role. As a glitch in one area can cause severe reputational and revenue damages across the business, supply chain managers today regard digital technologies as vital for the business and for operational efficiency.

There are many threats which can potentially have a huge impact on a company's ability to operate. The destruction of IT systems and the suspension of supply chain activities must be planned for, so that other parts of the business can manage the continuation of the supply chain.

Some causes of IT issues are:

- **Natural disasters**, including tsunamis, earthquakes, landslides, volcanic eruptions, adverse weather, floods, hurricanes, heavy snow and ice
- **Social issues and political unrest**, such as war, terrorism, riots, pandemics, strikes
- **Operational risks** including power outages and unplanned IT or telecom outages

Any one of these can cause severe disruptions to your supply chain, including:

- Complete collapse of factory or location
- Staff unable to maintain supply chain business
- The necessity to re-route the transport network

IT CHALLENGES TURN INTO BUSINESS CHALLENGES



Costs incurred by IT supply chain incidents are a large source of financial loss, with **17% of cases** leading to a loss **greater than €1m**



In **56% of IT disaster cases** affecting the supply chain, revenue loss can be as severe as **80%**



85% of organizations experienced one or more **IT supply chain incidents**, up from 72% in 2009



KEEPING YOUR BUSINESS GOING ...

Our consistent, high quality and cost-effective IT logistics services provide visibility and transparency. They enable you to identify cost and efficiency opportunities and are designed to address your business needs. Our IT Disaster Resilience products will give the supply chain IT systems we manage for you unrivaled protection. This enables you to minimize risk and safeguard your bottom line against unforeseen damage. IT Disaster Resilience will give you a clear competitive advantage.

Working in close partnership with our customers, we fully understand the needs and requirements of IT recovery. Combining our broad supply chain and IT expertise, we have created products which will solve your IT Disaster Resilience challenges.

Each of our IT Disaster Resilience products offers you a different level of recovery. Our experts will help you choose the perfect level of resilience for your business.

These levels include:

- IT Business continuity plans
- Recovery Time Objective (RTO): the full recovery of critical functions within a defined time frame, ranging from five days to four hours
- Recovery Point Objective (RPO): the point in time at which data must be restored, ranging from every 24 hours to 30 minutes
- Regional or cross-continental recovery ("Recovery Distance")

Setting up the IT Disaster Resilience product is simple and quick, and regular tests ensure seamless data recovery as planned.

Case Study: Global IT product and service provider

"Disaster Resilience is very important for us in Australia and worldwide as it reduces damages with respect to image and money.

DHL is a well-respected partner running the systems, the Disaster Recovery site and the warehouses."





Area Planning and Logistics Manager, leading consumer goods manufacturer.



...DESPITE A DISASTER



DHL IT Disaster Resilience Portfolio: Simple tiered product model differentiating RTO, RPO and Recovery Distance

	 BRONZE	 SILVER	 GOLD	 PLATINUM
Technical Solution	Access to 3rd party data center		Dedicated recovery infrastructure	
RTO – Recovery Time Objective (maximum period of outage)	5 days	2 days	4 hours	
RPO – Recovery Point Objective (maximum period of disruption)	< 24 hours		< 30 minutes	
Recovery Distance	Regional		Regional	Cross-continent
Comments	Solutions beyond this scope available on a project basis			

MINIMIZING RISK TO THE SUPPLY CHAIN

Our IT Disaster Resilience products enable you to minimize risk and protect both your supply chain and bottom line against unforeseen damage.

The effects of an IT disruption on an organization can be widespread, from financial, customer, reputation to legal repercussions.

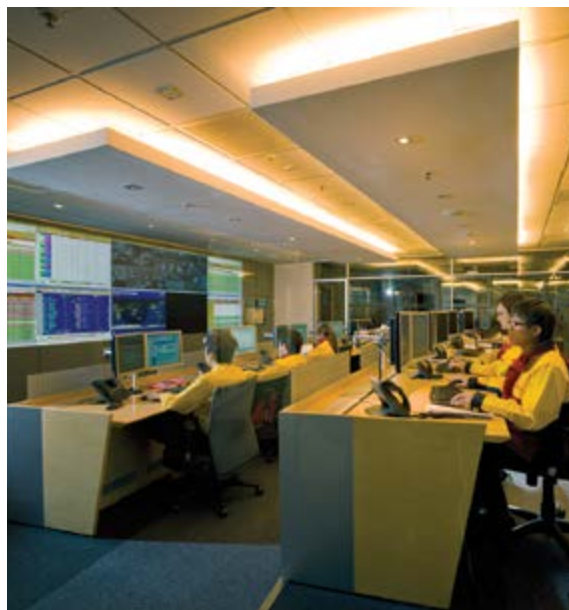
The immediate monetary impact of an IT disaster usually includes loss of revenue, margin and profit as well as additional labor costs as a result of staff working through an emergency. Longer term consequences include penalties and compensations to affected parties, such as your own customers.

There are also less identifiable costs which could impact a business following an IT disaster. For example, the loss of future opportunities and goodwill and the reputational damage of the company's brand could lead to unexpected ramifications.

Mitigating against such issues and scenarios not only protects the stability of the supply chain process, but also safeguards the long-term value of your company's financials and brand reputation.

Our IT Disaster Resilience offering will provide you with a number of benefits to minimize your risks:

- timely, highly reliable IT disaster recovery
- quick and easy deployment
- agreed uptimes for re-connection of user-access
- affordable transparent costs
- data management and protection at highly professional standards



PROVIDING IT RESILIENCE

DHL Supply Chain's standardized IT Disaster Resilience products ensure that a business runs smoothly through even the most turbulent disruptions. By partnering with our IT Disaster Resilience team, you can rest assured that you will have enhanced protection across the IT data systems we manage. This ensures that supply chain data is not a concern, leaving you free to concentrate on other parts of the business.

Understanding the challenges, trends and solutions of the IT Disaster Resilience industry, we use our global IT expertise and in-depth, cross-industry knowledge to protect you from direct and indirect costs in the event of a disaster. The tiered products

offered by our IT Disaster Resilience portfolio allow you to pick and choose your ideal level of protection. Our flexibility and scale allow you to remain one step ahead of the competition at all times.



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