



An international marketing consulting and training company

Colum Joyce

E-Business Strategy manager

DHL International

Since joining DHL in 1985 Mr Joyce has worked in the Physical operations, Business and service development. In 1989 he began work on the development of the customer facing applications that provide shipment management and on-line services to DHL customers. Initially PC based, the capabilities developed were evolved to operate using EDI, Voice and proprietary on-line systems.

With the advent of the Internet and Web additional services were opened and the web transition of both the internal and external DHL interfaces and applications commenced. By the end of 2000 all DHL shipments were being supported by Internet technology enabled services processes or applications. In 1998 Mr Joyce took on the role of DHL E-Business strategist. This involved creating an operational and philosophical framework for the transition of the customer facing DHL service and support capabilities to an Internet and Web foundation. Reviewed on a 6 monthly basis the DHL E-Business strategy provides a pragmatic global resource by which internal and external service users or creators can understand and benefit from the DHL Infrastructure and capabilities.

Today over 96% of all DHL shipment status are provided on-line to customers across the globe.