

DACHSER magazine

The world of intelligent logistics ■

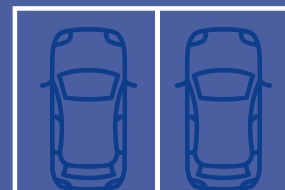


Rethinking
warehousing

Storage keeps things moving

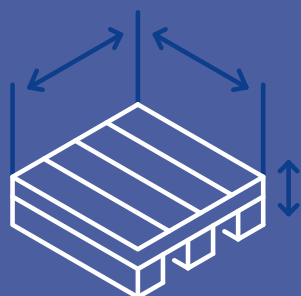
The dynamic world of logistics plays out in warehousing and handling.

20 m² is roughly the size of two adjacent parking spots. That's the space needed for mobile microhubs, which are being tested in pilot trials. As the smallest possible distribution centers in densely populated urban areas, microhubs can temporarily store several hundred packages a day, which are then delivered emission-free by cargo bike or on foot to customers within a radius of around one kilometer.



7 million is how many books Germany's first high-bay warehouse was able to store. The Bertelsmann media group put the 20-meter-high building in Gütersloh into operation in 1962. It was a globally recognized pioneering achievement, and that goes for the technology, too: for the first time, rack operators, which at the time were rail-guided, could be operated automatically by means of a punch-card control system.

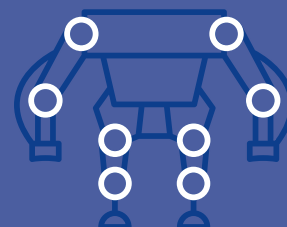
398,000 m² is the size of the storage area at the Boeing Everett Factory in Everett, Washington—equivalent to 56 soccer fields. This is where the legendary jumbo jet used to be assembled; now it's the largest warehouse in the world.



48x40 inches was the standard size of the pallet introduced by the Grocery Manufacturers Association in North America in the 1930s. In conjunction with the first electric forklifts, which were invented in 1923, these pallets considerably simplified goods handling and allowed for more efficient use of storage and transportation space. In Europe, the slightly smaller euro pallet became the benchmark in logistics when it was introduced in 1961.

36 kilograms

of lifting support is provided by German Bionic's Apogee ULTRA, which the manufacturer calls the strongest and most intelligent exoskeleton in the world. It's designed to relieve workers in the warehouse when they are lifting, walking, or carrying. And it learns along with them: Thanks to machine-learning technology, it adapts to the individual needs of users as they work.



Message from the CEO



Dear readers,

“In a world of increasing trade barriers, changing trade flows, and geopolitical challenges, what are the crucial factors?” I was recently posed this question in an interview with Handelsblatt, a German business newspaper. For me as a logistics expert, the answer is evident: Now more than ever, resilient networks and a clear logistics strategy are essential. With a good network, we can advise our customers and help them react quickly.

As a family-owned company with a 95-year history, we aren't guided by day-to-day fluctuations, but think in terms of generations. While the current environment is certainly a challenge, we also see it as an opportunity to develop even more robust and intelligent logistics solutions for our customers. This year alone, we're making countercyclical investments of EUR 400 million to expand our global presence. As always, the focus is on our customers and our employees.

In keeping with that last point, the cover story in the latest print issue of the DACHSER magazine takes a look at how automation is revolutionizing contract logistics—and making work easier for people. I would also recommend that you check out the report from Morocco and the Maghreb region. There you'll find an impressive overview of the continuous development of our European and global networks, especially their shift toward the high-potential markets of tomorrow. Behind all of this is our clear mission: to be the best integrated logistics provider in the world. In this way, we ensure stability in a constantly changing environment.

Kind regards,

A handwritten signature in blue ink, which appears to read 'B. Eling', is positioned above the printed name.

Burkhard Eling, Dachser CEO

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Network Talk – the new global podcast from Dachser

In addition to Dachser's established German-language podcast NetzWert, the company now offers a new English-language podcast for listeners worldwide.

In Network Talk, the podcast host, British journalist Charlotte Goldstone, speaks with people who are shaping the future of logistics with their work. They talk about their projects and initiatives, and how they are helping Dachser achieve its goal of becoming the most integrated logistics provider worldwide.

In Episode #1, Lars Relitz, Head of Corporate Digital Innovation and Development, provides exciting insights into the goals of the Digitalization strategic focus program and reports on specific projects in his area. But it's not all about technology; the podcast also considers how to bring employees along into Dachser's digital future.

Network Talk can be found on all the usual podcast platforms. Scan the QR code and subscribe now so you never miss an episode.

The editorial team welcomes feedback on the podcasts at podcast.kempton@dachser.com



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Automation, robots, and more: **Rethinking warehousing**





AutoStore's 13 robots manage
30,000 small parts bins

When the processes in and around the warehouse become too monotonous and physically demanding, the time has come for automation. In logistics today, robots, autonomous vehicles, and automated warehouses help make these repetitive processes safer and more efficient. One example is Dachser's Karlsruhe logistics center, where the AutoStore system revolutionizes picking and makes work noticeably easier for people.

You have to climb a few steps up the steel staircase to see them, though you hear their steady whirring first. At almost 6 meters above the ground, there they are: 13 yellow-and-blue robots, whizzing over a uniform grid of aluminum struts. Back and forth and to the side, they move at high speed along their own routes. They make brief stops to extend a gripper down, grab a gray container, and then take it to another part of the grid, chosen seemingly at random, where they release it back down to wherever there's room. Is there any rhyme or reason to this?

"It's called chaotic storage," explains Florian Steinbrunn, Contract Logistics Manager at the Karlsruhe logistics center. He hastens to reassure us: "The robots and the warehouse management system always know exactly where each container is, so that they can transport it to the dispensing port for order processing or refilling."

We're in the German town of Malsch, not far from Karlsruhe, where Dachser operates one of the most cutting-edge contract logistics locations in its network. For several months now, an AutoStore system has been picking small parts fully automatically for major customers in, say, the cosmetics industry. It consists of a grid cube—almost 40 meters long, 21 meters wide, and 5.65 meters high—that can fit 30,000 plastic containers stacked inside; each stack has 16 bins, one on top of the other. What from the outside looks like a plain, gray-sheathed block in a storage building otherwise filled with shelves is, on closer inspection, a milestone in the automation of small parts logistics. →



The crucial question is not how much technology we can use, but which solutions can be sustainably integrated into our operational processes—always with an eye to the benefit for our customers and the people who work for us.

Stefan Hohm, Dachser CDO

“The speed at which the processes run and the reliability with which we can take action, even during peak loads, are impressive,” says Bernd Großmann, General Manager of Dachser’s Karlsruhe logistics center. “For our employees, the system means a noticeable reduction in workload. Many manual tasks are no longer necessary and ergonomically challenging activities have been scaled back. The best part is that the technology doesn’t work alongside people; it works with them.”

The AutoStore solution at the Karlsruhe logistics center is the first of its kind at Dachser and is part of the comprehensive, strategically planned automation of warehouse processes in contract logistics. Qualified personnel are becoming increasingly scarce in industrialized countries, while demands on the efficiency and quality of logistics processes are rising. That’s why Dachser has been focusing on automation and robotics in a wide variety of fields for several years now—not as a “show-room innovation,” but as a strategic tool designed to make processes better, safer, and more robust. “The crucial question is not how much technology we can use, but which solutions can be sustainably integrated into our operational processes,” says Stefan Hohm, Chief Development Officer (CDO) at Dachser. “Our principle is, there must always be a clear benefit for our customers and the people who work for us.”

In proportion: Automation in warehouse logistics

This gives the strategy behind the automation initiatives at Dachser a clear outline: It’s not about maximum mechanization at any price, but about the ideal interplay of technology, people, and processes. “We keep a very close eye on the challenges our locations have to deal with in their day-to-day work. And we’re looking very carefully at what solutions we can use to overcome these challenges,” says Thomas Klare, Head of Corporate Contract Logistics.

The focus is on four target criteria: improving process efficiency, providing ergonomic relief for employees, safeguarding the quality of services, and ensuring the future viability of the locations. The latter is becoming increasingly important, particularly in view of the lack of qualified personnel. “Automation is not an end in itself. It helps us relieve the burden on people whose work still involves monotonous, repetitive, or physically demanding tasks,” Klare says. “This frees up employees to concentrate on more demanding tasks, such as value-added services.”

For Dachser’s contract logistics experts, the strategic direction arises from specific needs and on-site experience. “Our roadmap is dynamic. It thrives on ideas from the branches, on

what we learn during implementation, and on continuous dialog with our customers and technology partners,” says Michael Mayer, Department Head Corporate Contract Logistics Consulting at Dachser. “The first thing we look at is always feasibility. Among other things, we examine whether an innovative technology can also be fully integrated into Mikado, our warehouse management system.” Approaches that then prove themselves in live operations are subsequently rolled out at Dachser in the medium term. “If anything turns out to be a dead end, we reexamine it in a transparent process and try a different approach.”

Future-proof contract logistics

With this goal in mind, Dachser is working hard at many points in its network to integrate automation into existing processes in a meaningful way. The Memmingen site, for example, has been operating a fully automated high-bay warehouse since 2023, with space for 52,000 pallets of non-chilled food and food packaging. Under ideal conditions, it can handle 200 pallets of incoming goods and 200 pallets of outbound goods per hour. This is made possible by features such as automatic unloading systems, an automatic palletizing station, and eight rail-guided rack operators in high-bay storage. “The facility brings together state-of-the-art automation technology and modern sustainability concepts based on the accumulated expertise of our network and our employees,” Hohm says.



Mobile robots in AutoStore



Mariana Ciobanu appreciates the convenience that AutoStore brings to picking

In Magdeburg, a fully automatic hood shrink system was put into operation to shrink-wrap bulky goods with a high degree of stability. Sensors measure the pallet height and automatically adjust the amount of film, and a steam-based shrink process ensures a perfect fit. The system lowers film consumption by as much as 85 percent while further reducing transport damage—a win for efficiency and sustainability.

At the Berlin-Schönefeld site, a semiautomated system supports the assembly of sales displays for large customers in food retail. Manual effort is greatly reduced: Warehouse employees continue to assemble the individual display cartons on the quarter pallets and ensure that they are loaded correctly, referring to large monitors that display the specifications as graphics. Then the system takes over: With over 120 strappings and more than 100 wrappings per hour, the display building system enables a smooth, highly standardized process with consistent quality.

“This combination of human and machine has made the process not only faster but more flexible. It’s possible to handle very small batches and design changes at short notice without any loss of quality,” Mayer says.

The list of successful automation solutions at Dachser goes on and on. It includes driverless transport systems in the warehouse, autonomous container movements, and parking spaces for loading or unloading at the transit terminal. Also on the list are research and development projects of the DACHSER Enterprise Lab in partnership with the Fraunhofer IML and Fraunhofer IAIS research institutes. Such projects serve to advance the Dachser network, focusing on anything related to digital technologies, such as data science and artificial intelligence, real-time positioning and the 5G mobile communications standard, machine connectivity (internet of things), autonomous vehicles, adaptive warehouse systems, and much more. →

More and more Dachser warehouses are making use of mobile robots called AGVs (autonomous guided vehicles). These driverless transport systems use precise navigation, swarm intelligence, and seamless integration into IT systems to make their own way through the warehouse to store and retrieve pallets at ground level.



People and robots
work hand in hand
to build displays



Automation is not an end in itself. It helps us relieve the burden on people whose work still involves repetitive or physically demanding tasks.

Thomas Klare, Head of Corporate Contract Logistics at Dachser

AutoStore: The game changer that makes picking easy

Back to the Karlsruhe logistics center: Mariana Ciobanu, an experienced order picker, is standing at one of four transfer stations on the “ground floor” of the AutoStore system. Using the “CarouselPort,” the system supplies her with exactly the right containers of small parts for her order by means of a box carousel. She gets help from an intuitive picking assistant above the dispensing carousel. When the boxes arrive in front of her, Ciobanu is shown what to do via visual signals. For example, right now the compartment in the box of eyeliners for a cosmetics company is illuminated and the required quantity is displayed on the monitor. If she reaches in now, the compartment lights up green; if she accidentally reaches into the wrong compartment, it turns red. A special patented technology turns the worktable into a touchscreen and guides Ciobanu step by step through each task. “I no longer have to drive down long aisles of small parts bins for picking, which is a huge relief,” she says. “This is pleasant, clean work that’s also much less prone to errors.”

At present, Ciobanu still has to pause her gathering of the many and widely different products so that she can pack the parcels ready for dispatch. General Manager Großmann says that the next stage of expansion will focus on this issue: “Another project team is currently working on automating the packing table up to the point of loading items into the parcel service provider’s loading container. This will help achieve the highest possible level of efficiency of the AutoStore system.”

However, this needn’t be the end of automation innovation at the Karlsruhe logistics center. On the contrary: “Thanks to its modular structure, AutoStore can easily be expanded as volumes increase. This is a real game changer for us,” Steinbrunn says. “Not only because it lets us work more efficiently, but also because we can respond to fluctuations with more resilience.” The contract logistics manager is clearly enjoying “his” project: “Automation in logistics is not a sprint but a marathon.” The robots on the upper floor of the AutoStore grid are also set up with this in mind. At the end of the shift, the system shuts down and the robots dock at their charging stations. Soon they’ll be ready again to devote their full energy at any time to warehouse chaos—chaos that couldn’t be more orderly or intelligent.

M. Schick

Automation in the warehouse is not a new invention. The first automated high-bay warehouses (HBW) were built back in the 1960s. Then as now, they were usually constructed to heights of between 12 and 50 meters. In the typical setup, fully automatic rack operators wend their way through the shelf aisles mounted on tracks, controlled via a warehouse management system (WMS) or warehouse control system (WCS). This helps ensure optimum use of the floor space as well as a high degree of volume utilization.



The hood shrink system in Magdeburg

People & markets

Different together – and better

Innovation has many faces, as a study by the Bertelsmann Stiftung has shown: While “conservative” innovators set store by research, patents, and clear structures, they often ignore cultural change. This translates into a lot of knowledge, but little flexibility. The “accidental” innovators are completely different. According to the study, they achieve surprising results even without a strategy, due to their openness and trial-and-error mentality—driven by competitive pressure and the courage to improvise. Another group, the “disruptive” innovators, focus on speed and a radical culture. For them, innovation isn’t a matter for the boss, but for the team. It’s supported by committed employees and a high willingness to take risks. “Collaborative” innovators are particularly effective: They combine structure with participation. Instead of isolated R&D, they look to create new things through interdisciplinary exchange supported by openness and a sense of community. The study concludes that whether planned, accidental, or collaborative, innovation can take many paths. The decisive factor isn’t the model, but the willingness to take action.



Keep at it



“Too long,” “too wacky,” “not marketable”—this was the verdict of almost a dozen publishers on the manuscript of “Harry Potter and the Sorcerer’s Stone” in 1996 and 1997. Then a small publishing house by the name of Bloomsbury took the plunge, with a first edition of 500 copies. The rest is literary history. As in the case of this bestseller, what appears to be a coincidence actually has an explanation. A study by the University of Oxford shows that those who fail by a narrow margin—e.g., in research applications—often achieve more impact in the long run than those who succeed by the skin of their teeth. What makes the difference isn’t the failure itself, but the reaction to it: Those who keep at it, reflecting on their efforts and adapting, ultimately strengthen their resilience and innovative power. This idea is expressed in the lean startup movement as “fail fast, learn faster.” In the case of Harry Potter, every rejection also spurred the author on to write new drafts, define the characters more clearly, and focus more on drawing in the reader. The seven Harry Potter books have sold more than 450 million copies to date.

Less is more – and sometimes even smarter

Streaming services offer thousands of films and series—there's bound to be something for a cozy evening in front of the TV. But then what happens is this: You scroll and scroll and scroll through categories, read the reviews, watch some trailers, and end up...watching nothing. The US psychologist Barry Schwartz calls this the "paradox of choice," which leads to "analysis paralysis." A large selection sounds tempting at first, but it also increases the fear of making the wrong decision. Instead of always trying to find the best option ("maximizer"), Schwartz recommends settling for a good and sufficient solution ("satisficer"). There's no one perfect decision; every choice also has its downsides. People who take this on board make more relaxed decisions, turn decision-making pressure into decisiveness, and live a happier life.



Improvising instead of capitulating



What do you do if the technology cuts out during your presentation, the power fails while you're cooking, or the day-care center closes unexpectedly due to illness? You can good-naturedly continue the presentation, prepare a much larger meal with the neighbors on their gas stove by candlelight, or organize last-minute childcare for the little ones. In such solutions, science sees "collective resilience." In their study titled "Managing the Unexpected," researchers at the University of Michigan have shown that people in teams perform particularly well in uncertain situations if they consciously share responsibility flexibly, keep communication open, and rely on principles rather than rigid plans. Rethinking and switching to joint action not only broadens the horizon but, despite all the chaos, it also turns out to be a lot of fun.

Panorama

The art of compromise

Ramming your head against a brick wall seldom leads to success. All around the world, in business and personal settings, sustainable partnerships rely instead on balancing conflicting interests. But brokering this balance is in itself an art form.



You're trying to arrange a dinner with friends, but it turns out two are vegetarian, one's a steak lover, and one has an allergy. The discussion about which restaurant to choose threatens to turn nasty. "Let's go for pizza." There! One of you has come up with the idea that saves the day. Nobody gets exactly what they want—but ultimately everybody finds something they like on the menu. This solution relies on a deeply human principle: the willingness to compromise. Commonplace in our private lives, it's becoming a strategic art in the business world and the currency of the future on the political stage.

Whether among your friends, in family life, in international negotiations, or in global partnerships, the same basic question always arises: How much do I give up so that together we gain something? And what is it that makes a compromise viable even across cultures, interests, and expectations?

Compromise has always been the cornerstone of political and social development. The Magna Carta, formulated in 1215, still stands as an example to this day. When the English nobility revolted against the tyrannical King John of England, they agreed not on escalation, but on a document. It regulated rights, duties, and power relations, limited the power of the king, and certified the rights of the nobility. With far-reaching effects. Even if the peace between the king and the rebellious barons didn't last long, the agreement marked the beginning of a legally enshrined and institutional reconciliation of interests between the nobility and the monarchy. The Magna Carta is still regarded as the foundation of modern democracies.

From agreement to unity

In economic history, too, many advances have resulted from the courage to strike a balance. Without mutual concessions, major trade routes—from the Silk Road to the Hanseatic League—would never have developed. People had to agree on weights and measures, customs duties, languages, and means of payment. The act of compromising and balancing interests wasn't a weakness, but rather a prerequisite for movement and exchange.

Today, everybody's talking about "dealmaking" in global politics. But what gets bandied about as a buzzword in the news and on talk shows is in reality still a complex process. While even a laboriously negotiated contract takes no time to sign in the end, experience shows us that trust grows slowly, but it can also disappear in a flash.

Intercultural discussions in particular throw light on how different groups of people demonstrate their willingness to compromise in practice. While Central Europe values factual directness, in East Asia restraint is seen as a sign of respect. American partners emphasize speed and results, while Scandinavian companies often put consensus and equality center stage. In the absence of knowledge of these cultural codes, even the best strategy can soon lie in tatters.

But it's not all about externalities. Psychology also plays a role: People are more likely to approach each other's position if they feel they are being heard. "Fairness" marks the social dimension of a compromise. An agreement will have a more lasting effect if both sides feel a minimum level of respect for each other and can maintain their sense of self-worth.

"I give that you may give"

Whether an agreement is sustainable in the long term depends not only on its content but also on the values on which it is based. If, for example, a technology group co-finances a practical study program at a university, the compromise formula that has been tried and tested since antiquity is "do ut des"—"I give that you may give." The university receives additional resources, practical content, and access to the latest technologies. In turn, the company secures qualified young talent, gains insight into research trends, and strengthens its innovation environment. The prerequisite for this is a shared understanding of values such as educational equity, a focus on the future, and a belief in social progress through knowledge.

So does that mean cooperation and compromise will remain a human discipline? With the increase in algorithmic decision-making processes, the question arises as to whether laborious negotiations can simply be delegated to artificial intelligence. The first batch of AI systems provide very efficient support for analyzing contracts or comparing scenarios. But they are missing something: They have no intuition, no emotional intelligence—and no gut feeling. For the time being, then, true compromise remains a human craft that requires patience, a change of perspective, and sometimes the courage to give up something that is dear to you. On that basis, the ability to compromise isn't a weakness, but rather a technique of the future. It starts at the dining table, and often ends with contracts that decide the course of the world.

M. Schick

Parking in France, terminal in Switzerland—and no need to cross the border: EuroAirport Basel-Mulhouse-Freiburg is a postwar compromise. In 2024, 8.9 million passengers from three countries used it. An example of how borders can unite—if you agree.





Gateway to the world:
The new Tanger Med port

A dawn of opportunities in the Maghreb

Industry and retail are facing a strategic realignment: Their supply chains need to be shorter, more robust, and easier to plan. The emerging economies in the Maghreb, especially Morocco, are moving into focus as high-performance locations. Dachser ensures they are seamlessly connected to the European logistics network.

Faltering economic momentum and the international tariff dispute, which has meanwhile become very heated, have again made one thing quite clear: The demands on global supply chains are increasing. Procurement needs to be not only cost-efficient but also geopolitically stable, quickly accessible, and logistically manageable. That means the Maghreb, as a neighbor to the European market, is increasingly becoming a key region for industrial companies. With their competitive production conditions and a growing industrial sector, North Africa's emerging economies are already sought-after manufacturing locations and sales markets.

Logistics plays a central role here and customer expectations are high. Companies want reliability, defined transit times, transparent processes, customs security, and comprehensive system integration. "This is exactly where Dachser comes in: By providing daily connections, full integration into the European network, digital processes, and modern handling platforms, we enable efficient workflows and →

“



At the crossroads where Europe, North Africa, and the Middle East meet, logistics is a key driver. Service quality, transparency, and reliability for the best possible flow of goods and speed—this is exactly what customers expect in growth markets.”

Alexander Tonn, COO Road Logistics at Dachser

reliable customs clearance in the Maghreb,” explains Alexander Tonn, COO Road Logistics at Dachser. “The markets of Morocco, Tunisia, and—in the eastern Mediterranean—Türkiye offer promising prospects for strong growth in the future. At the crossroads where Europe, North Africa, and the Middle East meet, logistics is a key driver. Service quality, transparency, and reliability for the best possible flow of goods and speed—this is exactly what customers expect in growth markets.”

Looking to the west, Tanger Med is a central connection point between the emerging economies of the Maghreb and the rest of the world. Opened in 2007 and continuously expanded since then, this deep-sea port and its free trade area is now a global logistics center on the Strait of Gibraltar. Connected to 186 other ports worldwide, it has the capacity to handle the processing of over nine million containers, the transit of seven million passengers and 700,000 trucks, and the export of one million vehicles. This also makes Tanger Med an industrial location for more than 900 companies from a variety of sectors, including automotive, aerospace, logistics, textiles, and retail.

“In the last three years, Tanger Med has further strengthened its position, and it is set to become even more important,” says M’Hamed Chraïbi, Regional Managing Director Maghreb & Türkiye at Dachser. “To begin with, the port for us was a gateway to Europe and a pillar of nearshoring—now it’s also developing into a gateway to Africa.” In the search for new markets, European and global companies are increasingly setting their sights on Africa. “For those companies, Tanger Med is an ideal launching pad for reaching this continent.”

DACHSER Maghreb & Türkiye

Since January 1, 2025, M’Hamed Chraïbi has been Regional Managing Director of Dachser’s newly combined region, Maghreb & Türkiye. By merging the respective management structures into one region, Dachser intends to improve its ability to further expand the growth markets in North Africa and the Middle East and to further advance their integration into the European and global Dachser networks.

Recognizing potential early on

Dachser has had a presence in Morocco since 1984 and saw the potential of the Tanger region early on: In 2003, the logistics provider opened its first location near the port, followed by its own warehouse at Tanger Med Hub in 2021. Offering 5,500 m² of floor space and more than 7,000 pallet spaces, the state-of-the-art warehouse serves as the successor hub to the facility in Casablanca, which had reached the limits of its capacity. Customers from industry in particular appreciate the proximity to the port. “Our advantage in Tanger Med is that we can carry out order preparation and labeling for European markets at local conditions,” Chraïbi explains. As a result, processing costs are significantly lower than in Europe—a cost and speed advantage that Dachser can pass on to its customers.

“We have built a stable bridge between the continents,” Chraïbi continues. The focus here is on procurement and distribution transport for the automotive and textile industries, as well as for the aerospace and retail sectors. “We transport our customers’ goods reliably to and from Morocco and Tunisia—either as full truckload (FTL) or less than truckload (LTL) in combination with groupage services. In this way, we’ve created a perfectly functioning infrastructure over the years for seamless procurement and distribution logistics in the Maghreb.”

A head start through digitalization

“Our processes at Tanger Med are one hundred percent digitalized, ensuring speed and transparency,” Chraïbi says. Customs formalities in Morocco are also increasingly being supported and simplified digitally. The certification of Dachser Morocco as an Authorized Economic Operator (AEO) marked an important milestone on this path. Customs procedures are considerably easier for “established senders.” As Chraïbi says, “This enables us to achieve the best possible flow of goods and speed for our customers.”

Standard processes and Dachser’s own systems, such as Domino and Othello, form the backbone of Dachser’s operations worldwide in overland transport as well as in air and sea freight—and Morocco is no exception. “All processes, interfaces, and shipment tracking are or will soon be seamlessly linked to the European network. System rollout is poised to go live in Tunisia as well. Dachser customers can rely on uniform quality and service standards outside the EU, too,” Chraïbi says.

To make supply chains and flows of goods even more efficient and integrate them even more closely into the network,

Connecting aspiring
industries with
European markets

“



Dachser customers can rely on uniform quality and service standards outside the EU, too.

”

M'Hamed Chraibi, Regional Managing Director Maghreb & Türkiye at Dachser

Dachser relies on “gateways” it has set up. It established one of these in Strasbourg at the beginning of 2023, and trucks run on regular scheduled services every day between there and Morocco. “Our gateway lets us bundle volumes from all over Europe and organize scheduled departures for our own trucks with defined transit times,” Tonn says. An experienced team for the North African markets, a qualified customs department, and close connections to the European network ensure smooth processes and transparent transit times. Tunisia, where Dachser has almost 40 years of market experience and has been operating its own country organization since then, has also been connected via direct groupage lines since the beginning of 2024: From the hubs in Strasbourg and Ungerhausen (near Memmingen), Dachser operates groupage and charter transports to the port city of Radès near Tunis and to Bennane in the Monastir region several times a week.

Investing in the future

The steadily growing importance of the region is also reflected in Dachser’s long-term investment plans. To meet growing demand from its customers, the company is now setting up another bonded warehouse in the Marrakesh region in addition to the two it already has in Mohammedia and Tangier. This simplifies and speeds up import and export processes. In Tanger Automotive City, an industrial and logistics park not far from the port, Dachser is also building a modern logistics campus on a 75,000 m² site, scheduled for completion by June 2026. The new transit terminal, along with office and storage

space, will bundle multimodal services and thus interweave all divisions—overland transport, air and sea freight, and warehousing. In the initial expansion stage, the facility will also feature a 20,000 m² warehouse with its own bonded warehouse. The building will be the first private logistics building in Morocco to be certified to an international sustainability standard. This includes the architectural design, the materials used, and the equipment, such as the installation of solar cells on the roof and a system for recovering and reusing wastewater.

Dachser Morocco focuses in particular on industrial customers from the textile, automotive, aviation, consumer goods, and electronics sectors, all of which have a strong presence in North Africa. “Our new platform will cover a wide range of services along the transport and logistics chain,” announced Dachser CEO Burkhard Eling at the groundbreaking ceremony. Thanks to the facility’s proximity to the port, customers benefit from fast turnaround times and optimal transport connections. Chraibi adds: “Combining the Road Logistics and Air & Sea Logistics business fields at one location creates efficient end-to-end solutions that enable Dachser to provide even better support for its customers’ nearshoring activities.”

Chraibi’s team has big plans for the coming years. As Regional Managing Director Maghreb & Türkiye, he’s setting the course: “With additional regular scheduled services and capacity, the expansion of network locations, further process innovations, and responsible staff planning, we’re ensuring that we are always one step ahead of the region’s growth—and that we can continue to offer customers first-class logistics solutions in the future.”

M. Gelink

Future lab

5 megatrends in tomorrow's logistics

What major trends are pointing the way forward for logistics providers in industry, retail, and services over the next five to ten years? And what challenges—and opportunities—do they present? We look at the megatrends the logistics sector must adapt to.

Looking into the future of an industry and making the right predictions is the ultimate achievement for any research and development department. From Dachser's perspective, there are five key trends that logistics specialists and supply chain managers need to prepare for, particularly in Central Europe but also worldwide:

Generational shift

Due to lower birth rates and a limited capacity to absorb migrants, the age distribution of society is tending to become older, particularly in many industrialized countries. This is leading to an ever more acute shortage of qualified workers in all sectors of the economy. Employees will be increasingly successful in asserting their ideas on working conditions and the working environment. Existing social norms concerning work and leisure are being called into question. More and more sectors of the economy can no longer keep up in the battle for skilled workers and are having to reduce or automate services.


However, production is also being further automated or relocated to other economies, which in turn is driving changes in the economic performance of individual countries. At the same time, as society ages, growing numbers of people are demanding goods and services that cater specifically to older people. These and other implications of the "generational shift" have an extreme impact on logistics with its flows of goods and its still largely human-centered processes.

Autonomous processes

Algorithms based on artificial intelligence are increasingly making it possible to manage a wide variety of workflows and processes autonomously, which is to say intelligently and with a high degree of reliability even with less human involvement. What are known as AI assistants and AI agents can then design mathematical problem-solving approaches and continuously improve them based on their training data. This enables them to make (preliminary) decisions with a high degree of accuracy, for instance when it comes to recurring administrative procedures, C-parts procurement, data analysis, or process planning. In logistics, these AI assistants and AI agents can also partner with robotics and vehicles to move goods and merchandise. This makes autonomous systems the answer to the increasing lack of qualified personnel. Those who develop and control highly intelligent AI assistants and AI agents will automatically gain more influence over supply chains.

Seamless digital business

The complete and seamless digitalization of all processes is the indispensable basis for managing workflows in business and logistics more intelligently and ultimately more autonomously. Such "no touch" processes are leading to ever faster, more efficient, and error-free flows of information and payments. The identities of people, institutions, and goods can be established securely and automatically, and then used for subsequent processes. Paper documents, the manual recording of data, the legally binding establishment of an identity, or a declaration of intent by a person are being replaced by comprehensive digital platforms and the use of digitalization methods such as open source or citizen development. Database structures that allow faster and easier access to stored information are becoming

An abstract digital network background with glowing blue and orange lines and nodes, suggesting a complex data or communication system.

Megatrends bring focus
to visions of an abstract future

fundamental to business success. Only those who master uninterrupted, seamless digital business processes will be in a position to continue to participate in the market in the future.

Green economy

Especially when it comes to climate action, more and more regulations and legal requirements are coming into force to motivate or even force companies to convert their business models to more environmentally friendly and sustainable concepts. In addition, many larger companies, particularly those based in the European Union, continue to demand that their suppliers and service providers pursue environmental protection and climate action and provide evidence of their efforts. The logistics industry is also still pursuing net zero emission targets for transportation. Logistics companies that offer answers to these and other sustainability requirements will defend or even gain market share—especially if they can offer this at manageable or no additional cost and provide verifiable proof.

Supply chain resilience

Logistics companies must be able to adapt both to unexpected short-term disruptions and to longer-term structural changes. These include the steady increase in severe weather events due to global warming, with their destructive effects on transportation infrastructure. Or the sea, air, and land routes that can no longer be used due to armed conflicts and terrorism, as well as expected or unexpected shifts in the flow of goods, especially due to sanctions, tariffs, or the strategic realignment of trade relations. Only companies that are able to design and run resilient logistics concepts will be able to operate successfully.

As an innovative logistics partner, Dachser is working on its own and with partners to prepare for these and other developments. Because the statement attributed to former German Chancellor Willy Brandt still applies: “The best way to predict the future is to shape it.”

**Andre Kranke, Head of Corporate
Research & Development at Dachser**

The “Future lab” feature presents findings from the Corporate Research & Development division, which works in close collaboration with various departments and branches, as well as the DACHSER Enterprise Lab at Fraunhofer IML and other research and technology partners.



DIY Logistics –

The best of both worlds



Europe's major DIY chains and the home and garden improvement sector are investing heavily in the clever double play of online store and local presence. The key to this is to have resilient, first-class logistics in the background.

For people considering home improvements, the only way to feel the weight of a power drill in their hands or try out a reclining chair is by visiting their local DIY store. That's why those stores are always busy on Saturdays—and why DIY enthusiasts don't all just order what they need online. Even so, pure online players such as Amazon have in recent years been recording sustained growth in the relevant segments. And therein lies the challenge for the DIY sector: It must ensure that its specialist retailers don't end up serving just as showrooms. Ideally, customers will also buy from them, whether in-store or online. To achieve this, retailers must deliver a shopping experience that pure e-commerce competitors simply can't offer. →

The world is becoming ever more digital, the shopping experience more hybrid



Online and brick-and-mortar retail complement each other

DACHSER DIY Logistics offers a comprehensive, industry-specific solution for logistics in the home improvement, construction, and gardening sector. DACHSER delivers to around 18,000 DIY stores, garden centers, and specialist stores throughout Europe every day. The DIY Logistics Pipeline covers all logistics services from procurement to the point of sale and to the end customer.

Logistics is the Achilles heel

The key concept here is omnichannel networking. This refers to services such as “Buy the product online, exchange it in-store” or “Buy it in-store, have it delivered to your home,” which are becoming even more important now that e-commerce giant Amazon isn’t the only competitor in town. After all, there’s nothing stopping online stores in a neighboring country from offering better prices and conditions; thanks to open European borders, those businesses can get their goods directly to the customer’s home in no time—provided they have the right logistics in place.

Another source of competition is online marketplaces, which give manufacturers and intermediaries another showcase for their goods in addition to their own websites. And still the list of online options isn’t exhausted: There are countless individual manufacturers, some of them very small, who can also vie for customers by setting up their own online shop with just a few clicks. Finally, there’s the likes of TEMU, which is eyeing the DIY market, too, and flooding it with cheap products straight from Asia.

“The multiplicity of sales channels shows how diverse online business has become in the B2C sector,” says Patrick Schwab, Department Head DACHSER DIY Logistics. “But in this shark tank, anyone who doesn’t offer reliable logistics with defined quality standards can quickly go under.”

Because goods arriving damaged, too late, or not at all will immediately earn the seller a paltry one-star rating online. Customers don’t differentiate between a product and its delivery—what counts for them is the entire customer journey.

Growth opportunities in online retail

Marketplace Universe is a market research institute that specializes in examining e-commerce marketplaces. In a recent survey, it cites figures from the Online Monitor 2024 published by the Institute for Retail Research (IFH) in Cologne. According to this, online retail accounted for just 6.9 percent of total retail sales in the home improvement sector in Germany in 2023. However, the industry is currently stepping up its efforts to increase its presence on the major marketplaces, improve its own online presence, and link up even more closely with brick-and-mortar retail businesses. The current online share therefore has potential for growth.

But the only way DIY retailers can tap this reservoir is by having logistics providers specialized in the sector working in the background. To meet today’s requirements, these providers must recognize, adopt, and implement delivery models such as cross-border shipping and dropshipping.



The multiplicity of sales channels shows how diverse online business has become in the B2C sector.

Patrick Schwab, Department Head DACHSER DIY Logistics

Uniform quality standards

The term “cross-border shipping” says it all: Today’s logistics providers must be able to distribute B2C shipments throughout Europe. For example, when a customer in Germany orders a grill online from a French DIY store. Or the German grill manufacturer has its European warehouse in Belgium. This always calls for a European logistics network that can deliver shipments quickly and punctually.

Dropshipping is a model that lets a retailer offer products in its webstore without operating its own warehouse. Under this model, customers order a grill from the DIY store’s online shop, which the logistics provider then collects directly from the supplier and delivers as a B2C shipment. While the DIY store is the customer’s authorized dealer, all it does is issue the delivery note and the invoice. It plays no part in inbound goods, outbound goods, or warehousing. That means dropshipping simply isn’t possible without a reliable logistics provider operating in the background.

Dachser’s portfolio includes a specific offering for B2C deliveries: “targo on-site fix.” This product addresses the problem that customers often aren’t home, making second or even third attempts at delivery necessary. Why not simply give them a way to arrange a fixed delivery time with the seller when they place their order? The logistics provider can then set the delivery run accordingly and deliver right on schedule. This idea sounds simple, but it calls for exquisite orchestration of the movement of goods across all sales channels—from brick-and-mortar retail to online and mobile commerce.

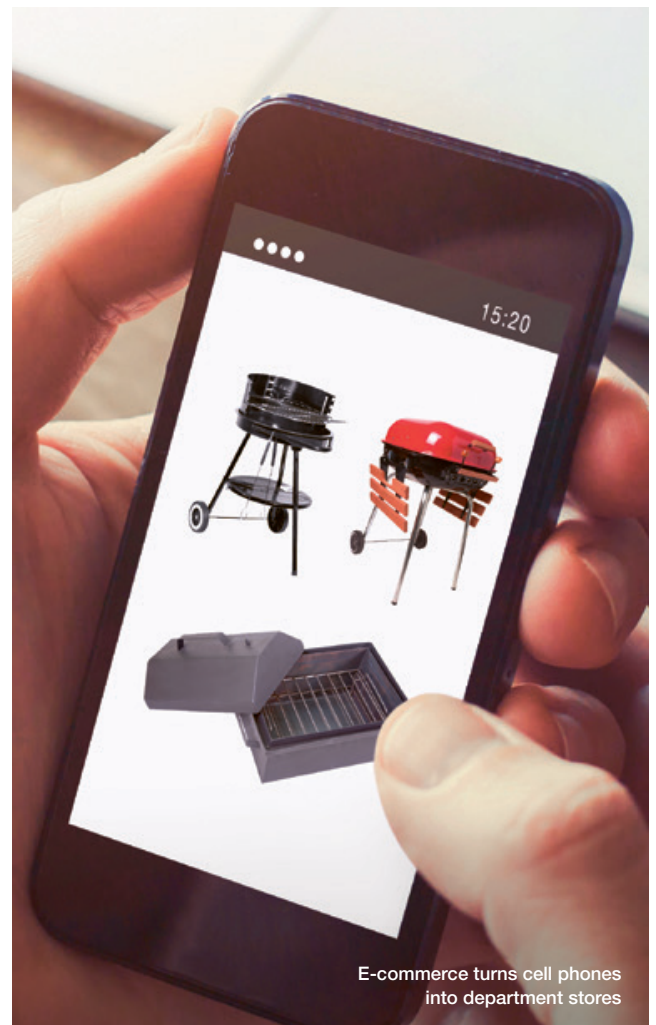
All these sophisticated omnichannel sales concepts require highly effective and flexibly adaptable supply chains as well as end-to-end digitalization of the individual process steps. Schwab says: “Dachser is able to handle cross-border shipping, dropshipping, and delivery scheduling with great efficiency. This is a basic requirement if we want to give the home and garden improvement sector the support it needs on its current development path. What’s important here is to have uniform quality standards and processes as well as a Europe-wide network. That’s the only way to meet customer expectations for a positive shopping experience.”

Procurement needs to be covered, too

However, delivery to the customer is only one aspect of retail logistics in this market segment; the B2B procurement side also needs to be covered. This refers to the logistics provider transporting pallets from a DIY retailer’s suppliers to its brick-and-mortar stores or to its logistics centers. Looking beyond

Europe, the provider is in a position to organize sea freight in the manufacturing countries (which, in the case of home and garden improvement, primarily means Asia). On the procurement side, it also has warehouses that it can use to balance out seasonal fluctuations and, depending on the weather, deliver goods at very short notice. And it enables close delivery tracking for all parties involved.

“It’s these kinds of one-stop-shop concepts that the likes of DIY stores simply can’t do without if they want to successfully expand their online retail business in a difficult market environment,” Schwab says. “Once all these cogs are meshed together, then a Saturday browse at the DIY store to try things out will ideally be followed by a spontaneous order for a new branded grill as soon as the temperature starts to rise.”



E-commerce turns cell phones into department stores





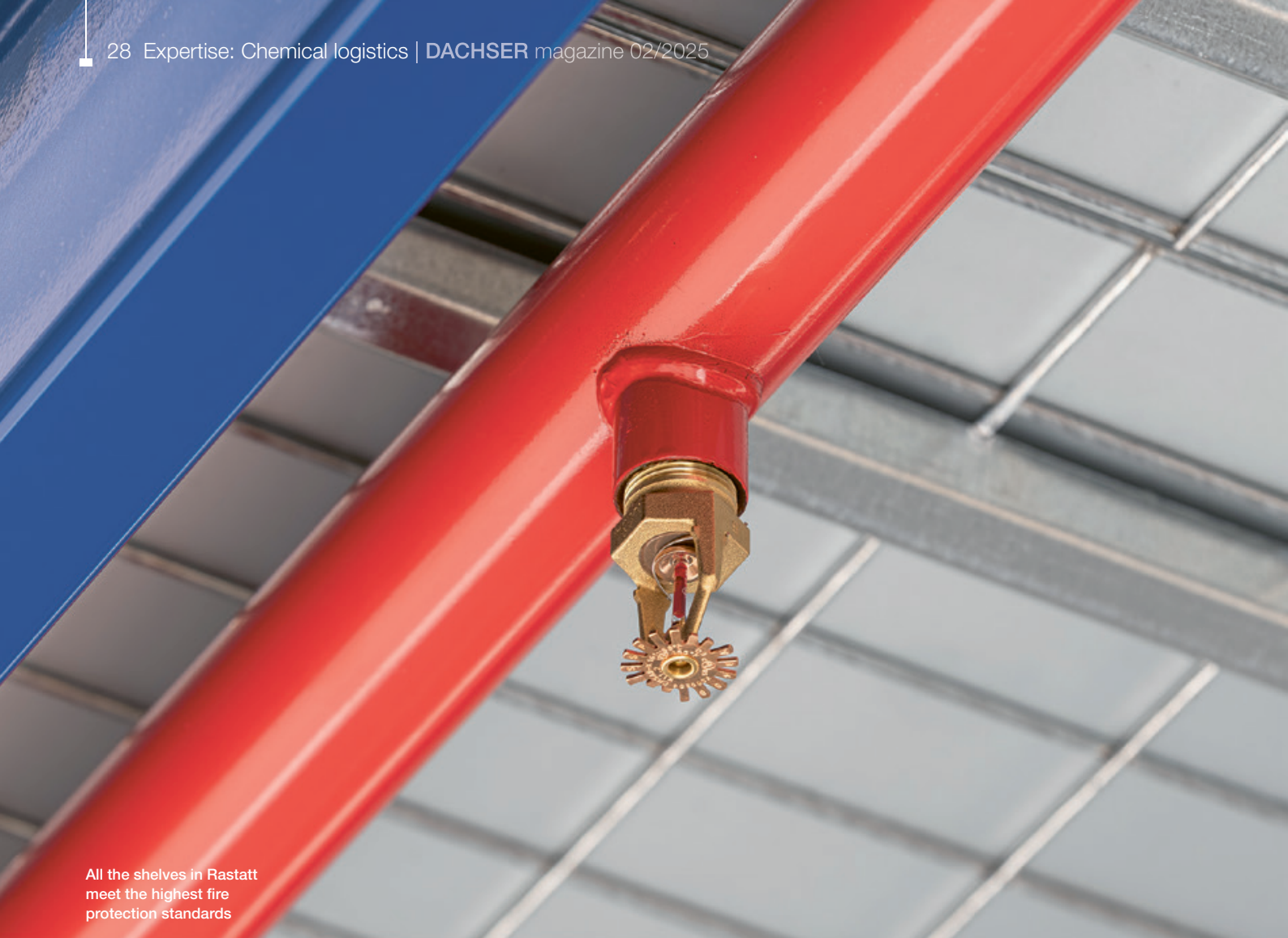
Flexibility wins out

Volatile markets and high regulatory hurdles call for new solutions in the storage of hazardous materials—solutions that are flexible, close to the customer, and can deliver maximum safety. In Rastatt, Dachser's Karlsruhe logistics center is now putting another facility into operation that is geared toward the future and sustainable growth.

The chemical industry is under pressure, the markets are tense, regulatory requirements are rising, and sustainable logistics solutions are becoming mandatory. Amid all the uncertainty, and when many companies are pausing and postponing investments, Dachser is commissioning a new, state-of-the-art hazardous materials warehouse in Rastatt, Germany. This facility is not tailored to just one customer, but to many customers across many industries. And to the future.

Dr. Markus Steilemann, President of the German Chemical Industry Association (VCI), recently announced at the association's half-year press conference that this future is slowly picking up speed again after a long dry spell. As a result, the industry is expecting an initial, noticeable recovery in early 2026. So should companies wait and see what happens, and only then build up and expand their capacity? "We're not building a warehouse for today; we're building one for customers whose needs

The "machine room" for fire protection in Rastatt



All the shelves in Rastatt meet the highest fire protection standards

From its base in Kempten, Dachser's central dangerous goods management team provides support to all branches in the network. It standardizes processes, advises on construction and storage projects, trains the dangerous goods officers on storage and transport, updates guidelines and transport bans, and ensures knowledge transfer and compliance through specialist forums, quarterly information reports, and ongoing exchange with external experts.

will increase tomorrow, and whose needs might even look completely different," says Michael Kriegel, Department Head of DACHSER Chem Logistics.

"Hazardous materials warehouses aren't built for short-term needs, but for requirements that are here to stay. We didn't improvise in Rastatt; we made our plans with an eye on the long term," says Bernd Großmann, General Manager of Dachser's Karlsruhe logistics center. The center already operates two other hazardous materials warehouses at the Malsch location. However, the new facility is not just any building, but a property precisely tailored to Dachser's needs—"built to suit," as the jargon puts it. "Its design and equipment are the result of more than 20 years of experience with solutions made specifically for the chemical industry," Kriegel explains.

Technology that creates versatility

The new warehouse in Rastatt occupies 23,500 m² and offers space for 42,000 pallets. It has 5 fire zones, 32 gates, and a terminal that's more than

12 meters high. The warehouse's technology is based on the highest standards: an FM-certified sprinkler system in all shelving areas with a surfactant admixture that enhances the extinguishing effect, heat-resistant floor panels (heat sink plates) on all shelving levels, smoke aspiration systems, firewater containment, grating on the side walls, and many other features.

"But the decisive factor is really the versatility of use," Kriegel says. "The way the warehouse is structured allows us to store a wide range of hazardous materials classes—from conventional chemicals to products that lie outside the chemical industry." For example, the Karlsruhe logistics center in Malsch and Rastatt is increasingly focusing on the storage of lithium-ion batteries, which require special safety standards due to their ability to self-ignite. "We've made sure that all areas in Rastatt have systematic and complete protection so that we can respond to all customer inquiries with maximum flexibility. This means there'll be no need for retrofitting—because we'll always be able to meet the standard appropriate for a given product."



The warehouse might be new, but in terms of expertise we'll be hitting the ground running. Recruitment, training, collaboration with the fire department—everything has been prepared.

Bernd Großmann, General Manager of Dachser's Karlsruhe logistics center

Built for the future with sustainability

There's no doubt that the future will demand sustainable economic activity and the corresponding obligations for verifying that sustainability. This applies also—and especially—to the logistics industry. The new warehouse in Rastatt is a particularly good example of this: It's the first hazardous materials warehouse in the Dachser network that can operate without fossil fuels. The combination of a photovoltaic system, heat pump, and electric panel heating ensures greenhouse gas-free operation—and all based on 100% green electricity. "Sustainability can't be an afterthought—it has to be built in right from the start," Großmann says. "Expectations of climate action are increasing, including for logistics partners. Rastatt is already providing a credible answer to this problem today."

A focus on people – from day one

A warehouse is only as good as the team that runs it. In Rastatt, Dachser has relied on a combination of experience and development from the get-go: The new team will be formed around an experienced core group from the Karlsruhe logistics center. "This ensures full hazardous materials experience from the first day of operation. The warehouse might be new, but in terms of expertise we'll be hitting the ground running," Großmann says. The training of new specialists plays a central role in this. "Dachser is known in the region as a reliable employer and a committed training company. Recruitment, training, collaboration with the fire department—everything has been prepared," he says. "In this way, our location has set a clear course for the future."

M. Schick



Dachser has built up extensive hazardous materials experience in and around Karlsruhe

Network expertise



Multifunctional rolling container

Award-winning reusable packaging

Dachser has been awarded the 2025 German Packaging Award by the German Packaging Institute e. V. in the category of Logistics & Material Flow for its Retail Box.

The Retail Box is a completely new type of reusable packaging system for groupage logistics that's suitable for store deliveries in, say, the fashion, cosmetics, and electronics sectors. This robust, lockable roll container in two sizes—euro and half-pallet—is the result of a cooperation between Dachser and Wanzl, the world market leader for shopping and luggage trolleys, based in Leipheim, Germany. A tracking platform from the Dortmund-based software start-up Logistikkbude and the use of low-cost mobile communications systems (NB-IoT/LTE-M/2G) from Deutsche Telekom ensure efficient management and real-time tracking of all Retail Boxes in use every day.

"We're delighted to receive this recognition for our new development in groupage logistics," says Stefan Hohm, Chief

Development Officer (CDO) at Dachser. "We invest in innovation when it brings clear added value for customers and can be used as a standard across our entire logistics network. Both criteria fully apply to the Retail Box. It's a new type of reusable system for goods that previously couldn't benefit from the processes and advantages of a groupage network, or could do so only in combination with disposable transport packaging."

With its annual German Packaging Award, the German Packaging Institute (dvi) honors innovative and creative packaging ideas in an international, cross-industry, and cross-material competition. This year, the independent jury awarded prizes to a total of 37 different machines, displays, packaging types, logistics solutions, designs, and new concepts.

New open-source solution for a digital bill of lading



There have already been various international attempts to digitize the CMR bill of lading, the standard international transport document for road freight transport across national borders. However, the resulting solutions are rarely compatible. Now the Open Logistics Foundation has released industry-ready software that introduces a common, open standard for the digital bill of lading (eCMR). This new software is legally compliant, interoperable, suitable for companies of all sizes and industries—and freely available as open source. The members of the Open Logistics Foundation—Rhenus, Dachser, Blue Yonder, and Markant—presented the solution at a press conference at transport logistic 2025 in Munich on June 2.



Mourning for Stefan Selbach

Dachser mourns the loss of Stefan Selbach, who passed away on July 30, 2025, after an illness. The long-standing head of Dachser IT most recently served as Head of IT Governance. He was 62 years old. Stefan Selbach's name is intricately connected with Dachser's international growth. This growth was supported in particular by the tightly integrated core systems developed in-house. His detailed knowledge of programming, coupled with the ability to design a complex IT network, was key in laying the foundation for Dachser IT to mature to its current size, importance, and internationality. The Dachser family has lost not only an experienced manager and valued mentor but also a trusted colleague and friend.

Integration milestone

As of July 1, 2025, Müller Fresh Food Logistics has officially been renamed Dachser Netherlands Food Logistics. The name change is the next milestone in the post-merger integration of the Dutch food logistics company, which Dachser acquired in 2023. Blue and yellow are also becoming an increasingly common sight in the Dutch food logistics sector, as all new vehicles are being ordered in the typical Dachser design.



Growth course in Sweden

Dachser has opened two new branches in Sweden: The family-owned company's largest branch in Scandinavia went into operation in Jönköping, while in Landskrona near Malmö, Dachser celebrated its launch in a strategically important region of Sweden. The branch in Jönköping comprises 1,600 m² of office space, a 10,000 m² warehouse, and a 6,200 m² cross-dock terminal. The new facility in Landskrona has a 3,500 m² cross-dock terminal, 5,000 m² of warehouse space, and 1,100 m² of office space.

Emission-free in Europe's major cities

DACHSER Emission-Free Delivery continues to make progress. The company plans to have emission-free delivery zones in 25 European cities by the end of the year. From Oslo to Porto and from Paris to Prague, the concept had already been implemented in 19 major cities across Europe. Now Warsaw, Rotterdam, and Barcelona also boast zones where only zero-emission vehicles deliver goods. Depending on local conditions, the packages are carried by electric trucks, electric vans, or even cargo bikes; microhubs in city centers are used for cargo handling.

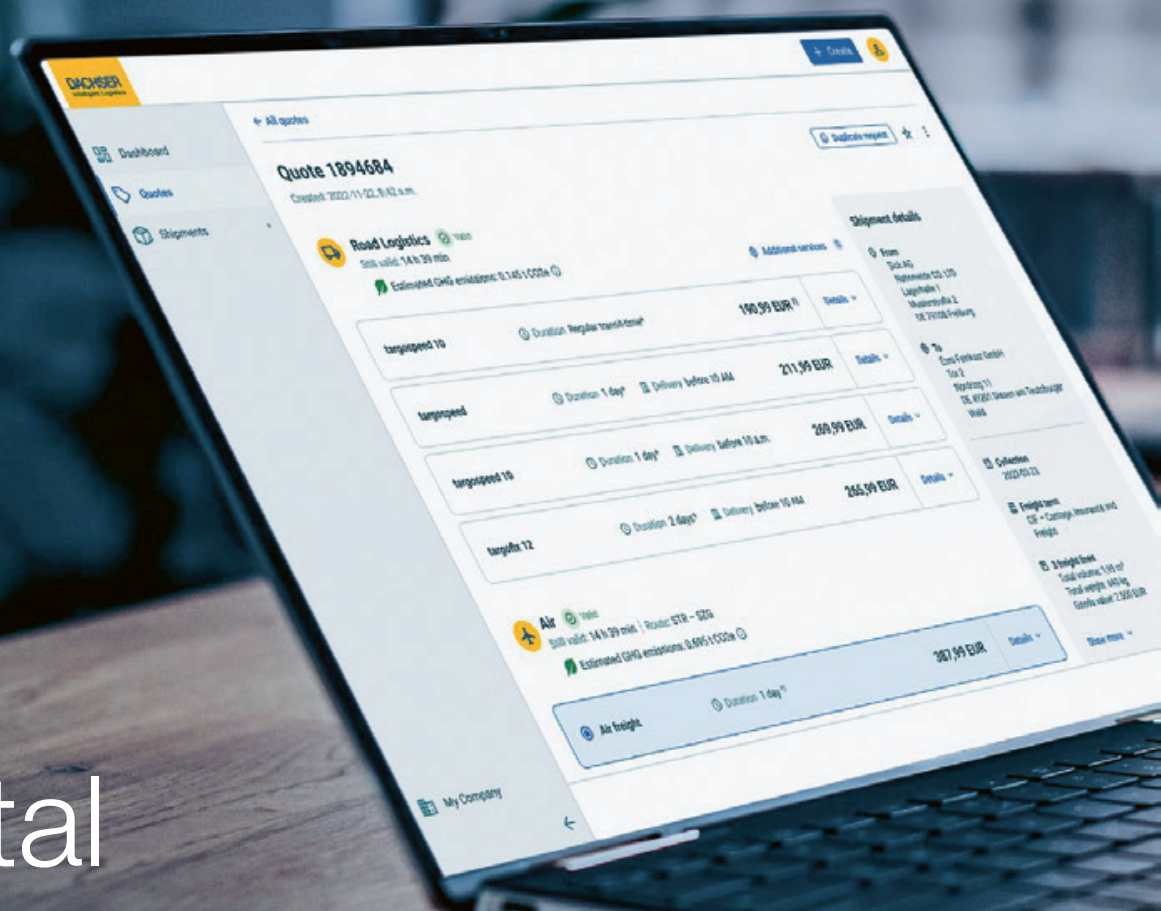


A digital linchpin

With DACHSER platform, Dachser offers a central, digital solution for all issues concerning customer orders. The company is constantly expanding the platform's range of functions, and with the rollout in full swing, more and more customers are getting on board.

In view of unstable supply chains and an increasingly complex geopolitical situation, there's a growing premium on cross-modal and company-wide information. When organizations have access to that information at any time, they can be flexible in how they handle changes and can make their supply chains more agile. This makes it easier for them to mitigate risks and strengthen their resilience for the long term.

Services with reliable quality and excellent logistics processes help create this resilience in the first place. DACHSER platform is the digital tool that makes this possible—a central ecosystem for handling all customer-specific transports and, in the future, warehousing processes as well. Dachser combines the services of its individual business fields in this tool, which features a standardized and intuitive user interface. Data helps create a real-time map of operational processes. Lars Relitz, Head of Corporate Digital Innovation & Development, says: "People are used to having plenty of information and transparency in the private digital sphere; say, in e-commerce. They now expect this in the business environment as well. Our answer to this is DACHSER platform."





Keeping an eye on all processes:
The new DACHSER platform

It offers new dimensions in customer communication and transparency, a new level of speed, and a new degree of end-to-end integration.”

Transparency in accessing information

One of the DACHSER platform services that customers use on a daily basis is the price-inquiry function for quickly obtaining quotes for various means of transport. The platform provides customers with a clear overview of all possible transport options and products so that they can select the right one for their needs. Once the desired options have been found and the price is right, the customer can book the order directly on DACHSER platform. Its shipment tracking function (track & trace) offers full transparency and displays all Road Logistics as well as Air and Sea Logistics shipments worldwide. Users can customize the overview of all their orders or obtain a detailed view of a specific shipment.

In the booking process, prices and product options (e.g., targo on-site, targofix, targospeed) are listed when the order is

placed. This makes it easier for customers to make a selection and book quickly. In the future, customers will also be able to view stock levels and various business reports at any time. All shipment documents can be uploaded, downloaded, and edited for an optimal shipment overview. This ensures that documents are kept up to date along the entire supply chain.

One particularly crucial feature of the platform is that it pools data across all carriers and integrates core systems; this leads to consistent and thus reliable data. As a result, Dachser is better able to assess the needs of its customers and make targeted decisions based on that; for example, regarding how to better predict and reduce deviations in processes or how to lower process costs.

Tangible added value in day-to-day business

Swiss laboratory equipment manufacturer Adolf Kühner AG has been working with Dachser for more than 14 years in the field of air freight, later adding sea and road transport. Exports →



DACHSER platform offers a new dimension in customer communication and transparency, a new level of speed, and a new degree of end-to-end integration.

Lars Relitz, Head of Corporate Digital Innovation & Development at Dachser

by plane and truck play a particularly key role today. The customer's contact is Robert Widmer, Air Freight Manager Air & Sea Logistics Switzerland at Dachser. He says, "Adolf Kühner AG is an excellent example of how we offer integrated services across all modes of transportation. Our new DACHSER platform provides a complete overview at all times."

In 2024, Adolf Kühner AG was one of the first customers to use the new platform in day-to-day logistics. It started with air and sea freight, and now uses it for all order processing, including road logistics, digitally via the central user interface. This includes all three core functions: price inquiries, subsequent booking, and shipment tracking via track & trace.

According to the Swiss manufacturer, the value that the platform adds in day-to-day business is plain to see. Employees praise the easily navigable interface, short loading times, and overall ease of use, all of which make their daily work considerably easier. "The price-inquiry function is particularly important for us, as it allows us to put together quotes online and fast, so we can serve our customers quickly," says Meike Kämpf, Administrator & Logistics Manager at Adolf Kühner. "Shipment tracking via track & trace also plays a major role for us and is something we use regularly." Getting employees familiar with the new system went smoothly: DACHSER platform is self-explanatory, intuitive to use, and can be put into operation rapidly and without extensive training.

As an early adopter, Adolf Kühner AG also passed on helpful suggestions for improvement to the project team at Dachser. One of these was optimizing the line length of address entries, as recipient addresses in China or India are often significantly longer than in Europe. "If we want to further develop our digital offering in a customer-oriented way, it's immensely important to continuously integrate customer feedback like this," Relitz says.

In this process, Dachser no longer uses traditional development methods. "The classic waterfall method isn't expedient for projects of this size," Relitz explains. Instead, Dachser has opted for the agile scrum approach and iterative development with regular customer feedback: You listen to the customer and respond to their needs. After all, the ultimate measure of a product's success is nothing other than customer acceptance. Over 50 team members work on the project in four parallel scrum groups.

Current eLogistics system about to be replaced

DACHSER platform was launched with the air freight segment at the end of 2023, and the first sea freight customers in the LCL segment were added shortly afterward. For the Air & Sea Logistics business field, the platform has now become an integral part of customer communication and is used for day-to-day business in 32 countries. With the exception of Brazil, the global rollout has been completed.

The first Road Logistics customers have been connected since fall 2024, and more than 7,000 companies are now registered. Relitz says: "We're supporting this development with weekly training courses for further branches throughout Europe. These put colleagues in the branches in a position to support our customers during the onboarding process." Dachser aims to migrate 13,000 existing customers to the platform by the end of this year. As of January 2026, no new customers will be added to the current eLogistics system.

A comprehensive digital experience

At the same time, the development team is constantly expanding the platform's range of functions; new options such as in-app service, data analysis, GHG Emission Report, invoice retrieval, additional languages, and communication features have been or are being added. The result is a set of tools that brings together smooth and simple workflows in a digital, centralized solution. Every day, Dachser is getting closer to its goal of becoming the most digitalized logistics provider.

M. Schick



Adolf Kühner AG uses DACHSER platform to ship lab equipment



Inclusive responsibility: ILO fosters participation

As part of Dachser's rollout of @ILO, its digitalized transit terminal, the company collaborates with Allgäuer Werkstätten in Kempten. These are workshops that offer people with disabilities adapted work opportunities in a protective environment combined with support and training. In the workshops, employees assemble optical sensors for real-time localization of all packages using specially developed brackets. This works so well that the two organizations have now agreed to a long-term partnership.

Automatically efficient.



Smart warehousing:
digitalized, automated, sustainable.

Through the automation and digitalization of many processes, DACHSER offers its customers particularly efficient and sustainable warehouse services. Proven technologies ensure smooth operations and enable increasingly precise and resource-saving

warehouse management. Benefit from intelligent warehousing and experience the contract logistics of tomorrow – today.

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