Deloitte.

Together makes progress

Delivering efficiency at scale: Transforming global logistics operations

Introduction

A global logistics and courier delivery company set out to modernize its finance and procurement operations. With business spanning more than 30 countries, the company recognized that its current approach wasn't delivering the efficiency or consistency it needed to support ongoing growth.

Challenge

The company faced challenges in improving its margins. Relying on multiple BPO providers across different regions led to fragmented processes, inconsistent service levels, and missed opportunities for cost savings. Leadership felt increasing pressure to deliver quick results and bring more structure to vendor management and operations.

Solution

Deloitte introduced its Build, Operate, Transform, and Transfer Back (BOTT) model, establishing a Talent Hub with over 2,800 professionals dedicated to supporting global finance and procurement activities. Together, Deloitte and client project team developed a transformation roadmap focused on streamlining processes and increasing automation. An Innovation Council was set up to monitor progress and determine savings targets were met. Digital tools like Control Tower and AIOPS.D microservices were used to automate key tasks and identify further improvements. The team also adopted a benefits-sharing model to encourage continuous optimization. Benefits sharing models help clients with a collaborative approach where the gains from efficiency improvements, cost savings, or productivity enhancements achieved through ongoing optimization initiatives are shared between Deloitte and the client.

Value delivered

$100mn+

annual savings realized

$50mn

improvement in working capital

$1–2bn

spend addressed per year

23

process improvement initiatives in 6 months

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