



DHL Express
Fiji Limited

DHL creates new jobs through investing in BPO technology and upskilling of staff

MDF partnered with DHL Express (Fiji) to invest in modern call-centre technology and staff training, designed to grow its capacity to offer locally-based Business Process Outsourcing (BPO) services for its international logistics business.



The Company

DHL Express (Fiji) is part of DHL Express, a division of Deutsche Post DHL - the world's largest logistics company. The principal activity of the business involves providing international express mail services by sea and airmail. Fiji operations commenced in 1976 with its head office in Suva and a gateway operations facility at Nadi International Airport. Recently, it opened a branch in Labasa with agencies in Savusavu and Levuka. DHL currently employs around 100 staff.



The Context

Fiji is well positioned to be the hub in the Pacific to offer competitive BPO services to markets such as Australia and New Zealand. Fiji offers 'near-shoring' benefits, including geographical, time zone, linguistic and cultural ties, as well as economic advantages in the form of lower labour costs.

DHL (Australia) operates BPO services in Australia and outsources part of its operations to India and Malaysia and is gradually shifting certain BPO functions to Fiji.

