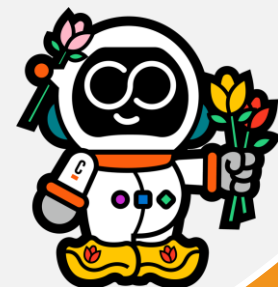


**CAMUNDA
CON 2025**
AMSTERDAM



SCALING PROCESS AUTOMATION

HAPAG-LLOYD'S
JOURNEY TO CAMUNDA 8



MEET THE CREW



JAN PIEKUSZEWSKI

CAPTAIN

**IT PRODUCT MANAGER
BUSINESS PROCESS
AUTOMATION**

Ensures smooth sailing. Keeps the crew aligned and moving.



MONIKA SANE

NAVIGATOR

**BUSINESS PRODUCT OWNER –
PROCESS EXCELLENCE
TECHNOLOGIES**

Translates strategy into direction. Keeps us pointed toward business value. Leads the journey.

We are connecting countries, markets, and people



5

Global liner shipping company

139

countries and
400 offices



Headquarter
in Hamburg

113*

liner services with
over 600 ports called
worldwide

2.3 Mio.

TEU of transport
capacity



299

modern vessels



~ 3.4 Mio.

TEU container stock

We offer more than 100 services in the main trades

18

SERVICES

Asia / Oceania –
North America

19

SERVICES

Europe –
North America

9

SERVICES

Middle East

17

SERVICES

Asia

15

SERVICES

Africa /
Mediterranean

25

SERVICES

Latin America

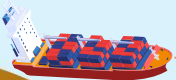
9

SERVICES

Europe – Asia /
Oceania

From Stormy Seas to Smooth Sailing: Modernizing Workflows with Camunda

The Beginning
of Our Voyage



Life with Legacy
Workflows



Finding Our New
Compass – Why
Camunda?



Charting New Waters –
Building Our Camunda
Ecosystem



Onward to Clear Waters –
Navigating towards
Process Excellence

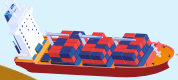


Future Horizons –
What Lies Ahead



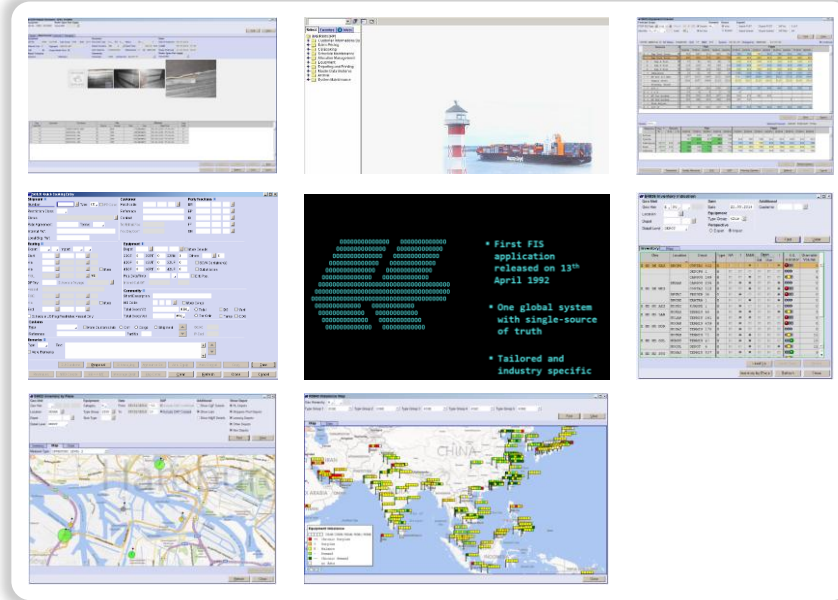
From Stormy Seas to Smooth Sailing: Modernizing Workflows with Camunda

The Beginning
of Our Voyage



FIS – Backbone of our core business processes

**FIS (FREIGHT
INFORMATION
SYSTEM)
ENCOMPASSES
ONE GLOBAL
OPERATIONAL IT
SYSTEM**

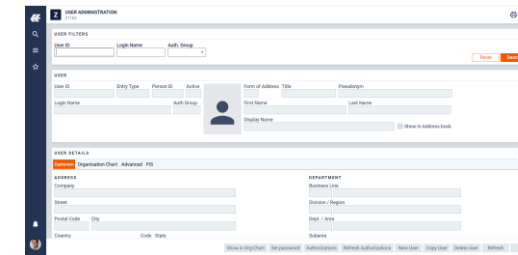
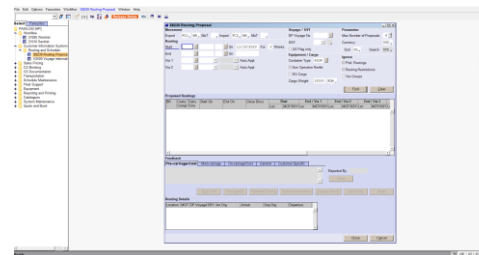
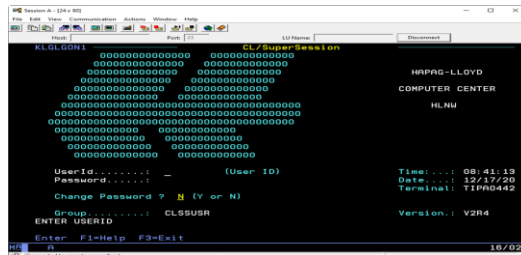


- Integrated ocean carrier transport and logistics system
- FIS belongs to Hapag-Lloyd DNA more than 30 years
- Covering the entire transport chain and interfaces with all other IT systems
- World-wide Real-time access to all data for every order
- Highest reliability and availability

**FIS1
1992**

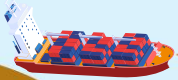
**FIS2
2003**

**FIS3
2020**



From Stormy Seas to Smooth Sailing: Modernizing Workflows with Camunda

The Beginning
of Our Voyage



Life with Legacy
Workflows



IC

RECOGNIZING THE GAPS:

LEGACY WORKFLOW CONSTRAINTS WE HAD TO OVERCOME

IN FIS2, WORKFLOWS WERE FIRST ENABLERS TO PROCESS AUTOMATION



Over **40 workflow processes** in FIS2



Approx. **37,000 instances/day** are run through the engine



On average **6,000 people/week** receive workflows



Covering processes targeted **across all the important Area, Regional and HQ functions** following our value chain of Sales, Customer Service, Operations, and Business Administration

THE CHALLENGES WITH THE CURRENT WORKFLOW SOLUTION



Limited Process Visibility & Monitoring



Need to extend workflows beyond the scope of FIS



Only Human task workflows supported



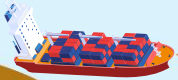
Proprietary Technology, Need for Future Proofing



Shift from Task-Based Approach to end-to-end Business Process Automation

From Stormy Seas to Smooth Sailing: Modernizing Workflows with Camunda

The Beginning
of Our Voyage



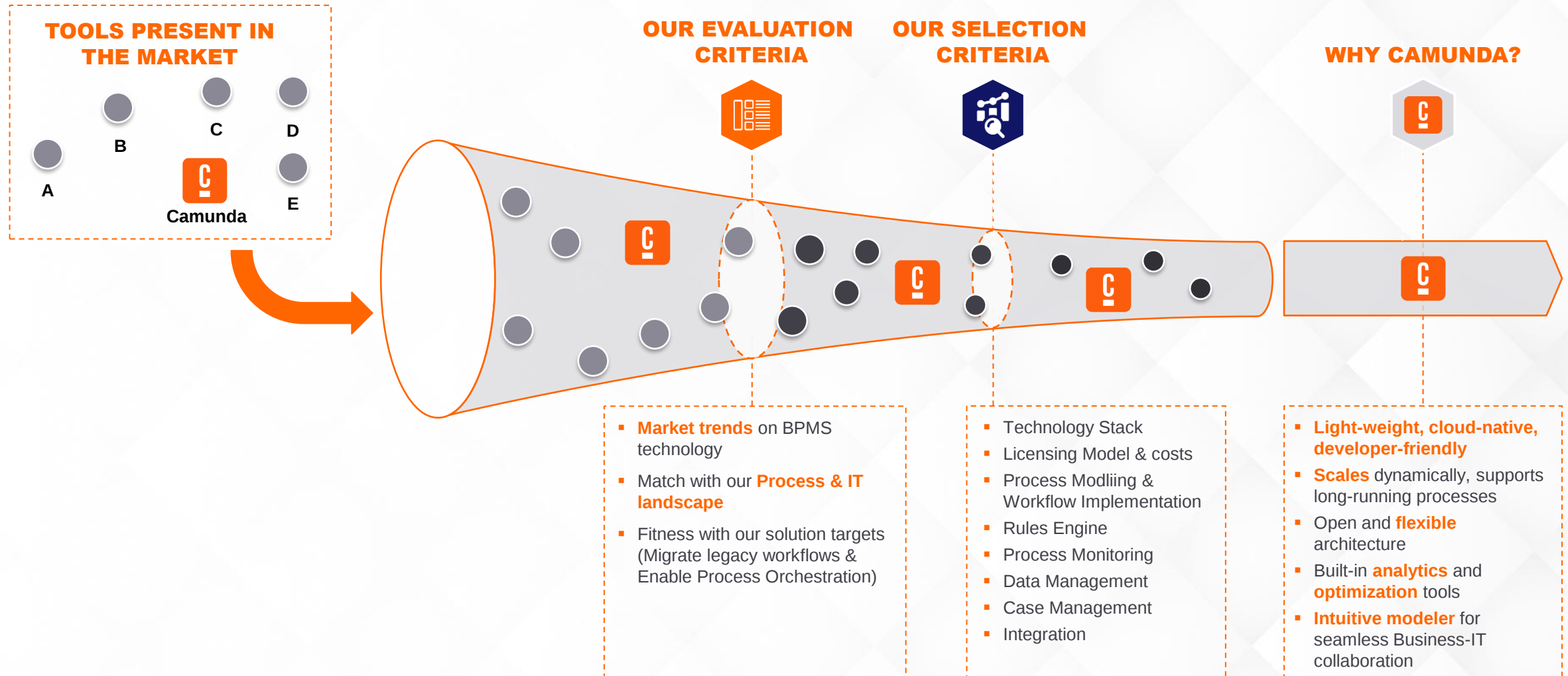
Life with Legacy
Workflows



Finding Our New
Compass – Why
Camunda?



Transforming Logistics with Automation: Our Journey to a Scalable, Event-Driven Future with Camunda



From Stormy Seas to Smooth Sailing: Modernizing Workflows with Camunda

The Beginning
of Our Voyage



Life with Legacy
Workflows



Finding Our
North Star –
Why Camunda?

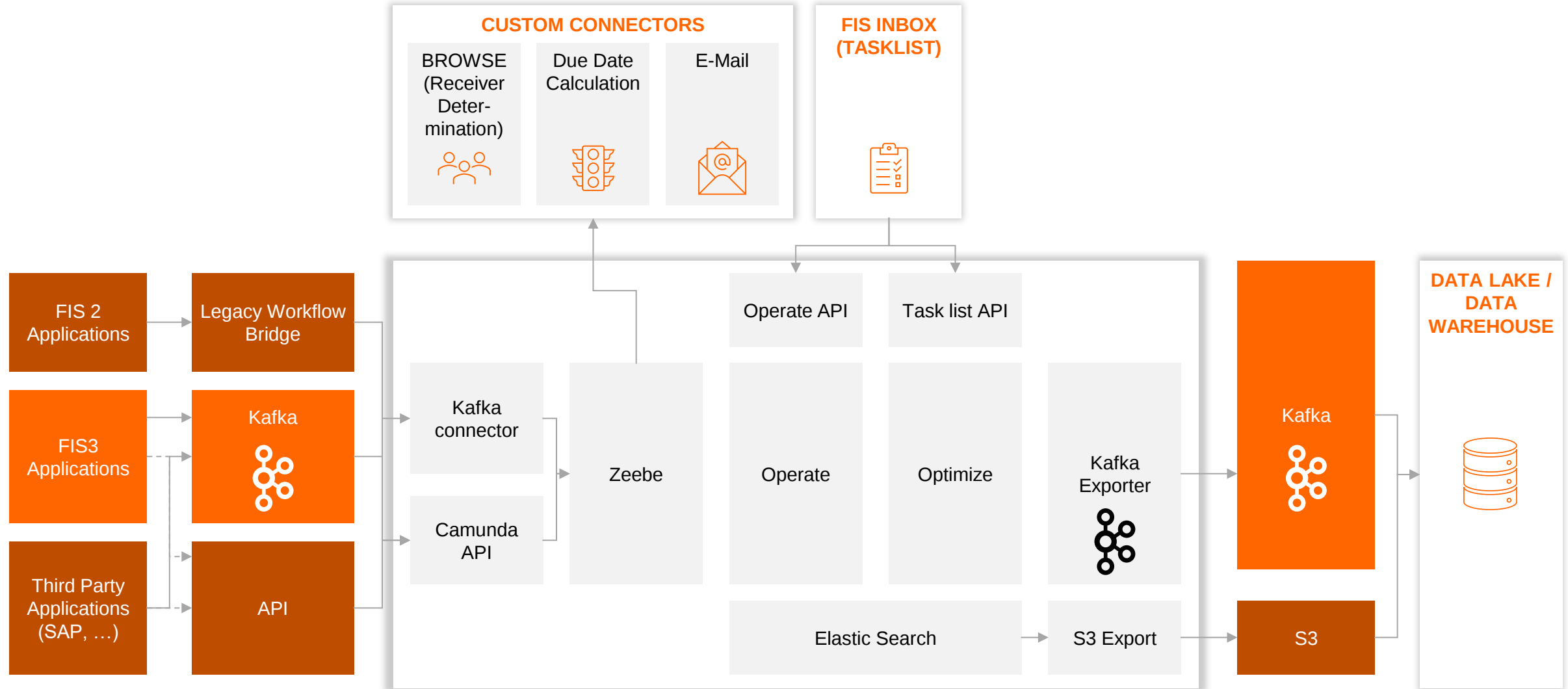


Charting New Waters –
Building Our Camunda
Ecosystem



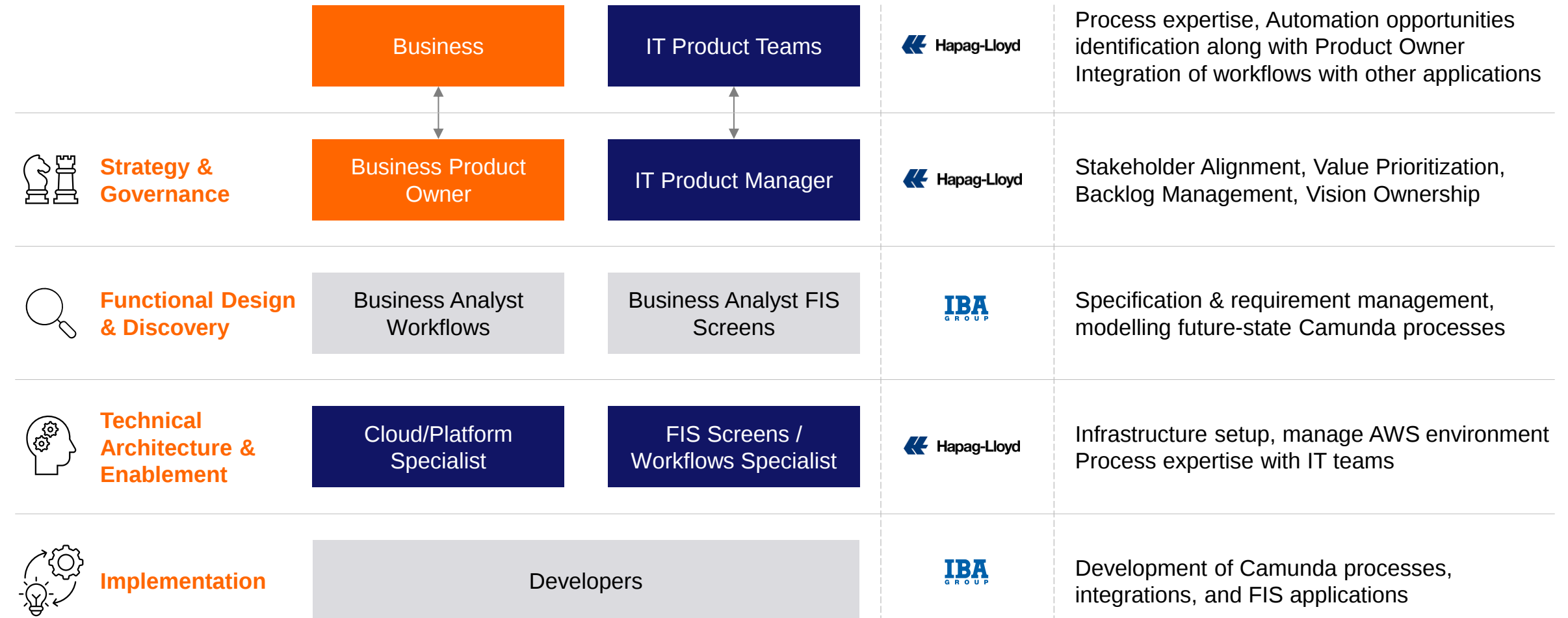
Look into the Engine Room

How we integrate Camunda into our FIS Architecture



Building Our Crew – Our Center of Excellence

The Center of Excellence has a lean setup to interact with existing roles at Hapag-Lloyd in an efficient way

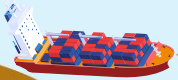


THE IT CREW ON AN ACTUAL VESSEL



From Stormy Seas to Smooth Sailing: Modernizing Workflows with Camunda

The Beginning
of Our Voyage



Life with Legacy
Workflows



Finding Our
North Star –
Why Camunda?



Charting New Waters –
Building Our Camunda
Ecosystem



Onward to Clear Waters –
Navigating towards
Process Excellence



Process Excellence is a key enabler to reach S2030 ambitions to be the “Undisputed Number One for Quality”



STRATEGIC
DIRECTION

Pure Play Plus

WHERE-
TO-PLAY

Top 5 Global Container Line

HOW-
TO-WIN

Undisputed
Number One for
Quality

Sustainability
Driver

Top Performing
Carrier

HIGH AMBITIONS FROM S2030 ...

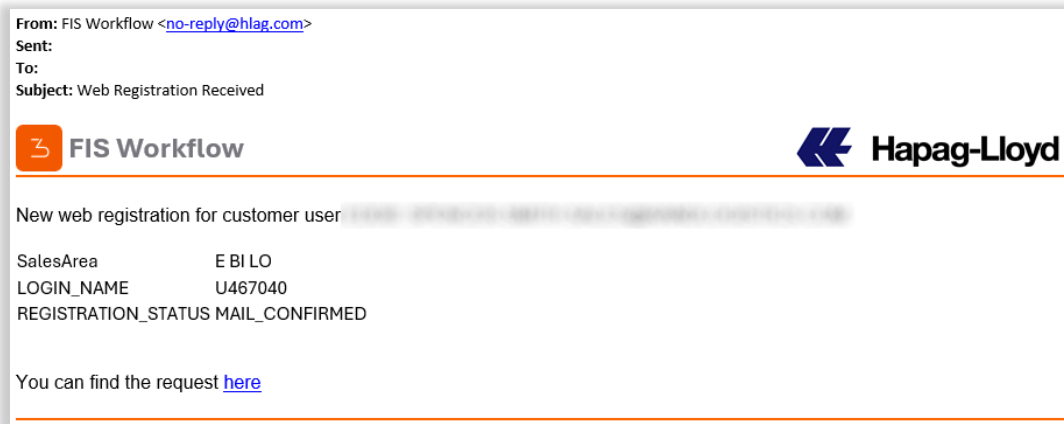
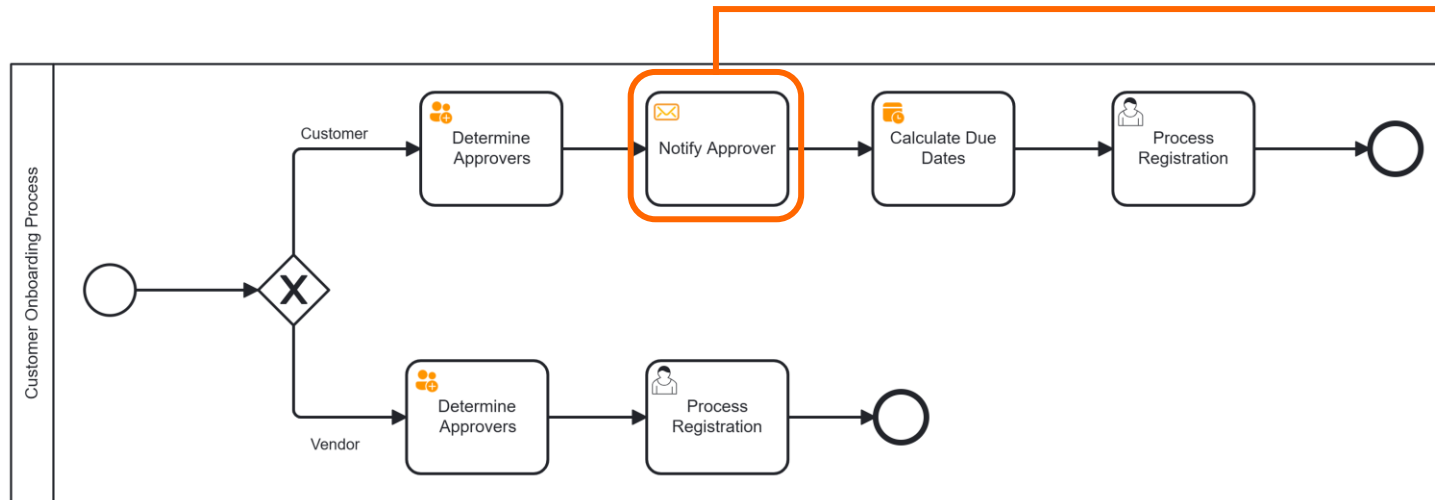
Process Excellence was defined by Executive Board as a **top focus topic** in S2030 and will **help HL reach its S2030 ambitions**

Process Excellence is an approach focused on **systematically improving and optimizing business processes**

Establish shared process KPIs to **monitor improvement progress** and impact

Custom Connectors enable easy Process Configuration

Customer Onboarding Process – E-Mail Connector



HAPAG-LLOYD EMAIL CONNECTOR
Notify Web User Administrators

General

Name: Notify Web User Administrators

ID: act_email_web_admin

Documentation

Element documentation

Execution listeners

Template: Applied

Email Template

Select a email template type: Default (Generic Remark Email)

Template type: Generic Remark by default (for common use cases) or Custom (for the business process oriented templates)

☒ Show technical attributes?
Show technical attributes in Generic Remark email template

Send Mode

☐ Only one email address in the recipients
By default all users are included as recipients and one email will be send. Select to send multiple emails with only one email included per email

☐ Send to group mailboxes only
By default system sends emails only to individual users (group mailboxes are excluded). Select to send only to the group mailboxes

Additional properties which override selected checkboxes

```
if (fisBrowseOutputSendAdditionalEmail) then "INDIVIDUAL_ALL" else "GROUP_ALL"
```

Specify additional logic. Find more in the connector's docs

Template Configurations

Template Variables

```
{
  "wf1SendEmailUserIds":
    fisBrowseOutputUserIds,
  "fisRemarkText": fisRemarkText,
  "SalesArea": SalesArea,
  "SalesRegion": SalesRegion,
  "SalesSubRegion": SalesSubRegion,
  "SALES_HIERARCHY":
    SALES_HIERARCHY,
  "LOGIN_NAME": LOGIN_NAME,
  "REGISTRATION_STATUS":
    REGISTRATION_STATUS
}
```

Variables in JSON format to be used in email template

Custom Tasklist for all FIS-related Activities

WORKLIST
Z1000

SEARCH

Values

Sort By RECEIVED

☐ Ascending
☒ Descending

Time

☒ UTC
☐ Local

Show Less

MAIN FILTER

Activity

Business Task

Forwarded Items

☒ Excluded
☐ Included
☐ Only

URGENCY

☒ Critical
☒ Due
☒ Upcoming
☒ No Due date

CLAIM

☒ Not claimed
☒ Claimed by me
☐ Claimed by others

CHANGE USER

User ID

Change User

Reset User

Reset

Search

WORKLIST

Urg...	Un...	State	Activity	Values	Due	Claimed by	Business Task	Received	Created by
			PROCESS WEB USER REGISTRATION	;U467033;	08.05.2025 18:26			08.05.2025 11:26	A000038
			PROCESS WEB USER REGISTRATION	;U467025;	08.05.2025 18:11			08.05.2025 11:11	A000038
			PROCESS WEB USER REGISTRATION	;U467024;	08.05.2025 18:11			08.05.2025 11:11	A000038
			PROCESS WEB USER REGISTRATION	;U467013;	08.05.2025 17:47			08.05.2025 10:47	A000038
			PROCESS WEB USER REGISTRATION	;U467012;	08.05.2025 17:46			08.05.2025 10:46	A000038
			PROCESS WEB USER REGISTRATION	;U466999;	08.05.2025 17:11			08.05.2025 10:11	A000038
			PROCESS WEB USER REGISTRATION	;U466997;	08.05.2025 17:06			08.05.2025 10:06	A000038
			PROCESS WEB USER REGISTRATION	;U466986;	08.05.2025 16:49			08.05.2025 09:49	A000038
			PROCESS WEB USER REGISTRATION	;U466984;	08.05.2025 16:49			08.05.2025 09:49	A000038
			PROCESS WEB USER REGISTRATION	;U466978;	08.05.2025 16:40			08.05.2025 09:40	A000038
			PROCESS WEB USER REGISTRATION	;U466971;	08.05.2025 16:31			08.05.2025 09:31	A000038
			PROCESS WEB USER REGISTRATION	;U466957;	08.05.2025 16:18			08.05.2025 09:18	A000038
			PROCESS WEB USER REGISTRATION	;U466954;	08.05.2025 16:17			08.05.2025 09:17	A000038
			PROCESS WEB USER REGISTRATION	;U466943;	08.05.2025 16:04			08.05.2025 09:04	A000038

Row 1 - 200

Refresh

Complete

Forward

Unread

Unclaim

Claim

Open

Remarks

Receivers

Subject

Web Registration Received

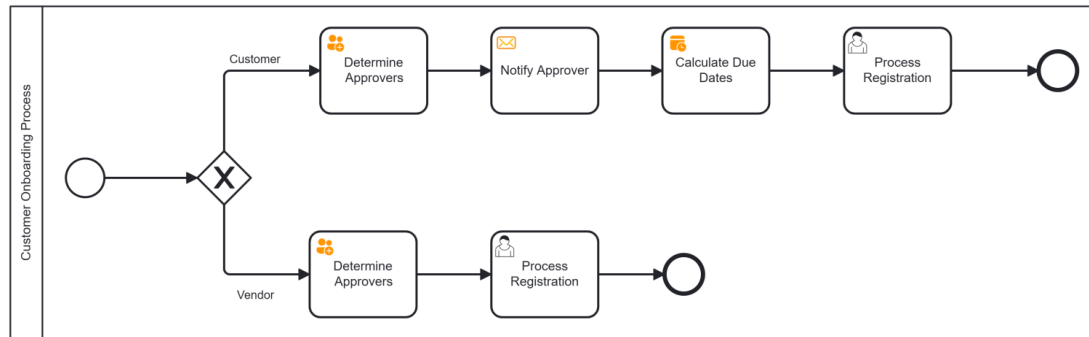
Remarks

19

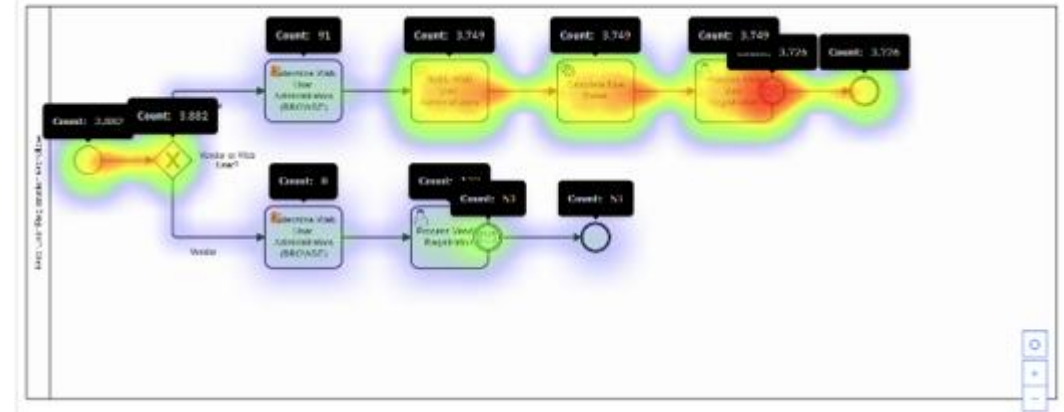
Hapag-Lloyd

Optimize brings visibility – moving us closer to No. 1 in Quality and Process Excellence

CUSTOMER / VENDOR ONBOARDING PROCESS MODEL



FROM BLIND SPOTS TO CLARITY – OPTIMIZE MAKES PERFORMANCE MEASURABLE



VISIBILITY THAT DRIVES QUALITY



Monitor KPIs in real-time



Identify delays and performance dips instantly

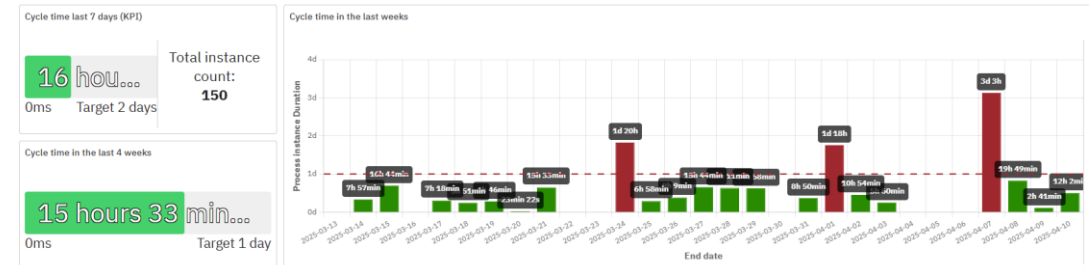


Analyze weekly trends for better planning



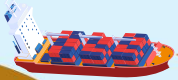
Deliver Our Promise: Better Customer Experience

REAL-TIME KPIS HELP US SPOT DELAYS AND ACT—STRENGTHENING OUR CUSTOMER PROMISE



From Stormy Seas to Smooth Sailing: Modernizing Workflows with Camunda

The Beginning
of Our Voyage



Life with Legacy
Workflows



Finding Our
North Star –
Why Camunda?



Charting New Waters –
Building Our Camunda
Ecosystem



Onward to Clear Waters –
Navigating the Web User
Registration Workflow



Future Horizons –
What Lies Ahead





“

VISION

Orchestrating and automating business processes end-to-end. By providing a scalable and intelligent workflow system, we empower business users to configure, execute, monitor, and optimize processes connecting platforms, people, and devices

”



THANK YOU FOR SAILING WITH US ON THIS JOURNEY

BEFORE WE DOCK, HERE ARE THE KEY TAKEAWAYS FROM OUR VOYAGE!



Start Small, Scale Gradually

Start simple, then scale to more complex



Design for Ecosystems, Not Islands

Choose Tools That Fit Your Landscape



Build the Right Crew

A strong cross-functional team & trusted partners is critical to navigating complexity.



The Journey is Continuous

Process automation isn't a destination—it's a voyage. Stay adaptable and keep steering forward with insights.

THANK YOU



CONNECT WITH US



JAN PIEKUSZEWSKI

**IT PRODUCT MANAGER
BUSINESS PROCESS
AUTOMATION**



 www.linkedin.com/in/janpiekuszewski/



MONIKA SANE

**BUSINESS PRODUCT OWNER
PROCESS EXCELLENCE
TECHNOLOGIES**



 www.linkedin.com/in/monika-sane/