



# Austria's leading parcel carrier automates processes at its parcel shops with Zebra Technologies

## ABOUT DPD AUSTRIA

DPD Austria, part of the DPD group European network, is the leading parcel carrier in Austria. Founded in 1988, it now has a workforce of around 1,700 employees, operates about 900 vehicles and ships more than 41 million parcels each year. It works with over 14,000 Austrian companies, as well as thousands of private customers. DPD Austria offers a wide range of products and services to suit its clients. DPD works on the guiding principle that parcels are the property of a consignor or consignee and ensures that parcels get to their destinations quickly, safely and reliably, whether in Austria or worldwide. DPD sets benchmarks based on its quality assurance system (DIN EN ISO 9001) to ensure it always offers the highest standards of service and quality.

## Challenge

With the rise in online retailing, DPD Austria is delivering more parcels to private customers than ever before. However, customers cannot always wait at home for a parcel or send a parcel during working hours; and rearranging missed deliveries is often frustrating and time-consuming. Consequently DPD saw the need to increase its number of parcel shops throughout Austria, to be able to offer its customers the option to pick up and drop off packages at a place and time convenient for them.

The parcel shops DPD had already partnered with were using paper-based, manual processes. However, these were subject to human error, time-consuming and complex. In order to increase accurate tracing of parcels being processed by its parcel shops and to encourage more local retail businesses to apply to become a DPD parcel shop, DPD decided to automate processes for its partners.

## SUMMARY



**Customer**  
DPD Austria



## Partner

- Ignitix
- cardseven  
Handelsunternehmen OG

## Industry

Parcel delivery

## Challenge

DPD Austria needed to simplify and accelerate the processing of parcels for its partners' postal shops

## Solution

- Zebra TC55 Touch Computers (and accessories including chargers and stylus)
- GK420d Zebra Desktop Printers
- Zebra OneCare service contract for the TC55s
- SOTI MobiControl®
- DPD Austria's Paketshop bespoke software delivered by Ignitix Software

## Results

- The number of DPD Austria parcel shops has doubled since deployment
- Additional revenue for partner postal shops
- Time savings and increased accuracy for parcel processing at shops
- Zebra OneCare ensures ongoing availability and uptime
- Real-time overview and transparency of parcel tracking for DPD Austria
- Compliance with quality assurance system and remote device management
- Professional system appreciated by customers and users alike

## Solution

DPD Austria worked with its long-term hardware partner cardseven Handelsunternehmen OG to deliver one Zebra TC55 touch computer (and accessories including a charger and stylus) and one GK420d Zebra desktop printer to each parcel shop. cardseven also provides initial training and hardware support. The Zebra hardware is protected by a Zebra OneCare service contract, which means any faulty equipment is quickly replaced: essential, as shops only have one of each device.

DPD also has a long-standing relationship with Ignitix, experts in supply chain execution software. It has developed a bespoke software package specifically for DPD Austria parcel shops. Integrated into the Zebra TC55s, the easy-to-use software allows shop staff to process parcels being dropped off for dispatch and again on collection by an end customer. Data is recorded and wirelessly transferred to DPD Austria's main databases in real time. Customers can also pay using the system, with shipment labels, documents and receipts created; these are professionally and quickly printed using the dependable Zebra GK420d. The software automatically generates all the source data required for the shop to invoice DPD. If need be, shop staff can also access historical data and reprint any documents.

DPD Austria is currently migrating its EMM (Enterprise Mobility Management) system to SOTI MobiControl® to remotely manage, support, secure and track its TC55s. Software support is provided by DPD Austria's IT team.

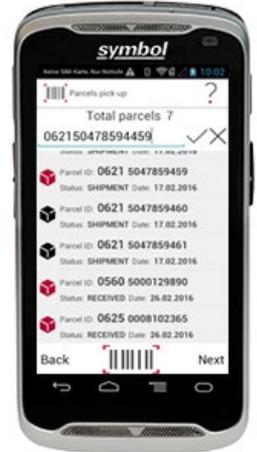
## Results

Since deploying the new solution, the number of DPD Austria parcel shops has doubled. Businesses also have the option of using the parcel shops, if parcels need to be sent urgently out of office hours. The increased convenience and greater service options offered by the proliferation of the shops ultimately mean more customers will use DPD Austria to ship their parcels.

Shop staff immediately adopted the TC55s, which have the aesthetic appeal and intuitive touch screen of their own consumer-grade devices, but are robust and offer much more functionality. The integrated scanner allows them to process packages quickly (an average of 20 seconds, compared to minutes previously), professionally and efficiently, so improving their productivity. Customer satisfaction levels have also increased, meaning customers will use the shops more frequently which will help increase sales for the outlets.

DPD Austria has greater visibility to track and trace the movements of packages through its partner shops, which helps compliance with its quality assurance system and process management benchmarks. It can rely on accurate, up-to-date data. The increased number of parcel shops is also saving redelivery costs.

The success of the Zebra hardware deployed has significantly contributed to the increase in the number of DPD parcel shops; DPD is so pleased with the Zebra devices that it is looking at Zebra technology for other parts of its business.



“We needed to offer consumers more convenient and flexible pick-up and drop-off options for packages. We have now doubled the number of our partner parcel shops; all are equipped with a Zebra printer and our bespoke software by Ignitix on Zebra's TC55. The solution allows shops to serve our customers quickly, accurately and professionally.”

**Alexander Staffa,**  
IT Director, DPD  
Austria

FOR MORE INFORMATION, PLEASE VISIT: [WWW.ZEBRA.COM](http://WWW.ZEBRA.COM)



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