



# Austria's Leading Parcel Carrier Automates Processes at its Parcel Shops with Zebra Technologies

DPD Austria, part of the French Geopost, is a leading parcel carrier in Austria. Founded in 1988, it now operates over 1,800 pickup locations and ships more than 61.3 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.

## SUMMARY



**Customer**  
DPD Austria



Software die's einfach macht.



## Partner

- ITPRO - Consulting & Software GmbH
- Cardseven Handelsunternehmen OG

## Industry

Transportation & Logistics

## Challenge

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

## Benefits/Outcomes

- More efficient and accurate parcel processing at shops
- Increased customer satisfaction and reduced delivery costs
- Real-time transparency of parcel tracking for DPD Austria
- Additional revenue for partner postal shops
- The number of DPD Austria pickup parcel shops has tripled since deployment

## Solution

- Zebra TC26 Mobile Computers (and accessories including chargers and stylus)
- Zebra ZD420/ZD421 Desktop Printers
- Zebra OneCare™ service contract for the TC26s
- SOTI MobiControl®
- DPD Austria's Paketshop bespoke software delivered by ITPRO Software

## 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 pickup 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 pickup 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 shops and to encourage more local retail businesses to apply to become a DPD

pickup parcel shop, DPD decided to automate processes for its partners. The local support and the smooth roll-out of 2,400 devices and 900 printers were particularly helpful.

## Solution

DPD Austria worked with its long-term hardware partner cardseven Handelsunternehmen OG to deliver one Zebra TC26 mobile computer (and accessories including a charger and stylus) and one ZD420/ ZD421 Zebra desktop printer to each pickup 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 ITPRO, a software developer from Austria. It has developed a bespoke software package specifically for DPD Austria pickup parcel shops. Integrated into the Zebra TC26s, 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 ZD420/ ZD421. 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 Enterprise Mobility Management (EMM) system to SOTI MobiControl® to remotely manage, support, secure and track its TC26s. Software support is provided by DPD Austria's IT team.



## Results

Since deploying the new solution, the number of DPD Austria pickup parcel shops has tripled. Businesses also have the option of using the pickup 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 TC26s, 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, 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 pickup 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 pickup 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 tripled the number of our partner pickup parcel shops; all are equipped with a Zebra printer and our bespoke software by ITPRO on Zebra’s TC26. The solution allows shops to serve our customers quickly, accurately and professionally.”

Alexander Staffa,  
IT Director, DPD Austria

To learn more [visit zebra.com](https://www.zebra.com)



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