



DPD Delivery Drivers Reliably Scan up to 1,000 Parcels a Day with Zebra Mobile Computers

Germany's Second Largest Parcel Service Keeps Up with Growing Pace by Optimising Logistics with Innovative All-in-One Mobile Devices

Transport and shipping companies rely heavily on digital technologies for daily logistics operations. DPD prides itself on being fast, reliable and secure – with 79 depots, 7,700 pick-up points, 9,500 employees and 11,500 delivery drivers. The logistics specialist, headquartered in Aschaffenburg, Germany, transports over 400 million parcels worldwide every year. DPD's growth curve has been steep, and it needed a digital solution to further improve efficiency, productivity and transparency in parcel delivery.

Built for Tough Conditions

"In 2019, we implemented Zebra's mobile computers with the help of IBM," says Rudolf Pöcking, Project Manager at DPD Deutschland GmbH. "Since then, we've used the robust TC77 mobile computer for all data scans in short-distance transport. A DPD driver scans the parcels at the depot before loading them into the delivery vehicle. A second scan provides proof of delivery (PoD) to the customer or the pick-up point, and a digital signature documents the handover."

To perform these operations, DPD developed an app to capture data using both QR and barcode technology and installed it on approximately 14,000 devices to increase driver productivity and visibility into parcel deliveries. Furthermore, drivers can add their own notes to a particular delivery, such as how many parcels were delivered, if any were damaged or where packages were deposited if the recipient was absent.

According to Pöcking, the process may appear simple, but a closer look reveals the unique challenges these devices must overcome. "Our handheld devices are put through their paces. Drivers scan up to 1,000 parcels a day and the rechargeable batteries need to be powerful enough to last the entire day. After performing a product evaluation, we selected Zebra mobile computers because of their reliability, durability and long-lasting battery life."



SUMMARY



Customer
DPD Germany



Partner
IBM

Industry
Transportation & Logistics

Challenge
Equip delivery drivers with a reliable mobile computing solution to handle the day-to-day requirements of parcel delivery while keeping up with growing demands.

Strategy

- Implementation of Zebra TC77 mobile computers
- Ensure efficient device lifecycle
- Development of standardised recharging infrastructure

Results

- Improved efficiency, productivity and transparency in parcel deliveries
- All-in-one customer-facing device for pick-up and deliveries
- Scans up to 1,000 parcels a day and allows drivers to add notes about a particular delivery
- Meets local safety regulations with secure mounting of devices in-cab

Solution

- Zebra TC77 Mobile Computer
- Roll-out and availability service from IBM

A Reliable and Safe Logistics Solution

DPD decision-makers were confident they had made the right choice with Zebra's mobile computers. To guarantee smooth, company-wide implementation of the devices, DPD contracted IBM as its distributor. The IT firm ensures that DPD can concentrate on its core business while it takes care of everything relevant to device lifecycle.

To ensure the mobile computers are always ready to use, DPD developed a standardised recharging infrastructure for its depots, including all the necessary cabling. Hundreds of devices are now recharged overnight in special racks.

Even the delivery vehicles are equipped with charging cradles. "The secure mounting of handheld devices in vehicles is required by law here, similar to regulations on navigation devices," explains Joerg Heinz, TSL Client Management at IBM Germany. "We developed special mounts to meet this requirement while simultaneously providing electricity for the handhelds."

Smartphones Simply Aren't an Alternative

"Zebra's mobile computers are our customer interface for pick-up and delivery," explains Pöcking. "A smartphone can't do that." The TC77 mobile computer from Zebra provides DPD's delivery staff with an innovative, reliably pre-configured and robust device.

Replacing battery packs for the mobile computers is also part of the service, which IBM performs after a certain number of recharging cycles, based on regularly transmitted device data.

No smartphone manufacturer possesses this ability. The same holds true for the integrated camera, whose scanning speed far surpasses that of any smartphone.



"We didn't want to re-invent the wheel, we wanted a reliable and proven mobile computing solution that would last and that's definitely the case with Zebra's devices."

Joerg Heinz,
TSL Client Management
at IBM Germany

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Publication Date (Last Update): 01/2024