

# Case Study DPD Express

## Tracker.com enables efficient and targeted management and deployment of an entire fleet of vehicles.

### Initial situation

DPD Express (Switzerland) GmbH is Switzerland's number one private express and parcel service provider and one of the leading providers of parcel and express services in Europe. The company is active in over 40 countries, with over 500 company-owned depots in total. In Switzerland, DPD employs more than 700 staff in 13 locations. The company has over 22,000 employees worldwide. DPD is striving to be the most customer-friendly parcel and express service provider in the world – as a professional, friendly and customer-oriented company. An absolute focus on customer needs is therefore at the heart of the company's thinking and actions.



### Challenge

DPD Express (Switzerland) GmbH operates around 500 vehicles throughout Switzerland. In order to deploy, manage and locate these vehicles in a flexible, efficient and cost-effective way, DPD was looking for a provider who could offer a solution that satisfies these criteria. Special attention was paid to the creation of comprehensive and informative statistics and reports, as well as optimum route planning – which enables costs to be optimised. It also had to be possible to connect the external tracking solution to internal DPD systems easily.

*«Thanks to the many evaluation options, we are able to make targeted optimisation measures.»*

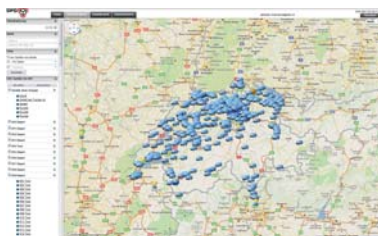
### Implementation

Tracker.com has fitted the entire DPD fleet in Switzerland with the fleet tracker. This device is permanently installed in the vehicle and is constantly ready for use.

The positions and routes of the entire fleet, groups of vehicles or individual vehicles can be called up in real time, as well as for the previous 24 hours, via the tracker dashboard.

All details of times, stops and routes travelled on the various journeys can be summarised in reports, then exported and evaluated in any way required.

Deployment of the fleet can be carried out locally and the branch offices can gain access to the data for the vehicles assigned to them. Thanks to the variety of possibilities provided by the system from Tracker.com, the deployment of staff and vehicles can be continuously optimised.



Overview of vehicles on the map (Screenshot from the dashboard)



Detailed map for a vehicle, with a table showing the journey log (Screenshot from the dashboard)

Client:



DPD Express (Switzerland) GmbH

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### Facts

- Over 500 vehicles across the whole of Switzerland fitted with the fleet tracker
- Simple and clear management and deployment of vehicles and devices
- Approx. 80,000 data transfers per day for evaluation in the dashboard
- A wide variety of detailed evaluation possibilities
- Significant and sustainable increases in efficiency
- Increased customer satisfaction thanks to the constant overview of deliveries and their arrival times



### Fleet tracker

Permanently installed in the vehicle, with an interface to the CAN bus.  
 Power supplied by the vehicle