



SUMMARY

Deutsche Post DHL
Group

Prograt-IS 

Customer

Deutsche Post DHL Group (DPDHL)

Integrator

Prograt-IS GmbH

Industry

Logistics

Location

Germany

Challenge

Deutsche Post DHL Group was looking to standardise the devices it uses for postal and package deliveries. It wanted to work with a sole supplier that could offer a comprehensive range of services and support during the full operational lifecycle

Solution

- Circa 100,000 Zebra TC57 touch computers
- Zebra accessories, including circa 100,000 rugged boots, as well as corresponding 5-slot ShareCradles and single-slot
- ShareCradles (for use at smaller depots)
- Zebra Mobility DNA Services:
- Zebra Intelligent Cabinets
- Zebra Professional Services, including staging, design and manufacture of bespoke accessories, customised OS with regular updates and software support
- On site commissioning of the handhelds with personalised training
- Specific multi-year Zebra OneCare™ contract
- Zebra Circular Economy Programme for disposal of former equipment and buyback

Results

- Comprehensive uniform enterprise solution deployed to approximately 4,500 DPDHL depots across Germany
- The Zebra services element ensures a fully supported, bespoke solution from staging to the end of the TC57 lifecycle
- The close, proactive collaboration between Zebra, Prograt-IS and DPDHL has ensured project success
- Excellent end user feedback as the solution enables postal workers and couriers to work more effectively and efficiently

Zebra Services are Key Differentiator in Major Deutsche Post DHL Group Deployment

Uniform Solution from a Sole Supplier

Deutsche Post DHL Group (DPDHL) is the world's leading logistics company. With its Post & Parcel Germany division, DPDHL Group is also Europe's largest postal company. More than 118,600 mail and parcel couriers deliver around 49 million letters and 5.9 million parcels in Germany every working day via a unique nationwide transport and delivery network. The mail and parcel couriers had previously been using DPDHL's in-house HASCI (hand scanner integration) software running on a mixture of consumer smartphones and enterprise devices to manage the delivery process. However, it wanted to upgrade to the latest in mobile technology to run its updated HASCI 2.0 software. It was looking for a uniform solution from a market leading sole supplier that could offer comprehensive services and support, from staging to repair management, and bespoke hardware to a customised operating system (OS). It also wanted a proactive partner to efficiently manage the rollout.

Strong Collaboration

At tender stage, DPDHL was hugely impressed by the scale and capabilities of the Zebra Professional Services offering, as well as the TC57s and associated software. The extensive field and lab tests it conducted only served to confirm first impressions. The Zebra team enlisted the support of Prograt-IS (formerly MigratIS) during the transition and rollout stages, with the Zebra team leading all planning and the Prograt-IS team helping to manage each key action. Together, they successfully delivered numerous pre-launch workshops in addition to other project deliverables. Prograt-IS also designed a bespoke DPDHL web-based application, so all stakeholders could follow the complete deployment status in real time. Dominik Schmidt, CEO, Prograt-IS, says, about working with Zebra: "Our relationship is built on mutual trust. All parties were fully engaged and focused, and we all worked together towards the end goal, which ensured a seamless rollout. We actually completed the rollout three months early!"

Bespoke Deployment with Wide Range of Services and Ongoing Support

Prior to the deployment, the Zebra Professional Services team set about developing various bespoke customer requests, such as

“Although the functionality, performance and reliability of the device and associated software was obviously important for DPDHL, it also wanted an optimal services and support package to ensure the long-term success of its investment. This is where Zebra comes into its own.”

Dominik Schmidt,
CEO, Prograt-IS

Zebra Intelligent Cabinets. These cabinets were developed and certified according to DPDHL's strict requirements, specifically with regard to the works council and healthcare department for occupational safety protocols. Meanwhile, the Zebra software team started working in close collaboration with the DPDHL software development team to customise the Android™ OS running on the TC57s. This team continues to offer ongoing software support, regularly adapting and updating the Android OS, as per DPDHL's evolving requirements.

Once these initial stages were completed, the Zebra team started staging the TC57s at its central warehouse in Heerenveen in the Netherlands via a VPN connection to DPDHL. This included setting depot specific WLAN configurations and uploading Zebra Mobility DNA enterprise applications to ease application development and enhance user productivity. In addition, a SOTI MobiControl client was uploaded to each device for remote management and troubleshooting. The services team also inserted and tested the SIM cards, mounted the Zebra rugged boot exoskeleton and applied the DPDHL screen protector, which the Zebra services team designed and manufactured on request, before shipping directly to a DPDHL depot or to a Prograt-IS pick point. Onsite support was provided by a nationwide team of 23 Prograt-IS technicians who managed the supply chain, booked appointments, coordinated deliveries, set protocols and commissioned the devices and chargers at each site, ready for user log on. Prograt-IS also provides ongoing reporting, having run close to 2,500 reports to date.

Meanwhile, from a Zebra Circular Economy Programme approach, which can achieve neutral costs and delivers sustainable solutions for customers, Zebra has professionally decommissioned the previous devices, deleting all data. Zebra then organised the environmentally friendly disposal of defective devices and prepared those that are still fully functional for potential onward resale. In addition, Zebra offered training to the hardware experts and trainers as part of the tailored Zebra OneCare™ service contract drawn up for DPDHL, which includes technical support and comprehensive repair coverage. Zebra has also developed a bespoke repair process, with special reporting. The process allows the triage of devices, which are first checked by the internal DPDHL IT team to see if the issue can be resolved. If the devices need further servicing, they are shipped to Zebra in reusable, customised shipping boxes designed specifically for DPDHL.

SUCCESS STORY

DEUTSCHE POST DHL GROUP

Ensuring an Optimal Delivery Process

All Deutsche Post mail and parcel couriers now exclusively use Zebra TC57 touch computers to manage the delivery process, from accessing schedules, to scanning items, taking electronic signatures when permitted, and capturing photos, in case of any damaged items. The devices are proving to be user friendly, high performance, reliable and ergonomic. End-user feedback has been excellent. However, as Schmidt summarises: "This deployment is all about the service element Zebra offers. At the end of the day, it doesn't matter how good a device is. You have to have the harmonised support and services behind it, to ensure the long-term success of a solution." Indeed, it is Zebra's focus and capabilities on delivering an optimal and bespoke service and support structure which has led to the success of this deployment. And, ultimately, the deployment is helping to ensure an optimal delivery process for DPDHL's customers.



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