

How DTDC simplified its operations by using a handheld device with superior mobile application



The Business Challenge

The distribution services industry has been undergoing rapid and massive phases of development in the last couple of years, clearly disrupted by technology upgrades.

Our client, DTDC Express Limited is a market leader in express distribution services in India, spanning across domestic and international markets, with over 100 million shipments every year and growing.

The client needed to not just grow in the present scenario but also to consolidate its growth and realise its vision to provide a world-class, technologically superior, fast and seamless experience to its customers.

At the time they approached our team, their main challenge was to implement automation and related technology improvements across their operations including logistics, consumer interface, logs among others. They were using a desktop application to record all their shipment details in all their branches, apexes etc and the system consists of barcode scanner, weighing machine and printer which are all interfaced with desktop. The shipments needed to be taken to their local warehouses and manually logged, which disrupted the entire operations, with massive logistic issues, leading to delay, dismal customer experience and low general productivity. To overcome the issues the client needed to replace current desktop application with mobility system preferably an android handheld device with additional hardware such as barcode scanner etc.

Industry: Express Courier Services

Company Size: 50000+

Challenge: To streamline operations with advanced automation

Front End

Java, Android SDK, XML, SQLite, JSON, TSCP/
ZPL assembly level

Back End

PHP(Code Ignitor), MySQL, JSON

Tools Used

Android Studio, Eclipse, Postman, PHP Storm,
Atom

Other Integrations

Barcode Scanning Engines(Scan/read barcodes of shipment), Google Cloud Print(Manifest sheet printing), Bluetooth Printers/Ethernet printers(Routing label print)

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The Solution Roadmap

The NetiApps team designed and developed the mobile application that streamlined the entire operation for DTDC. DTDC MobiOps is an android application developed exclusively for DTDC internal operations and shipment operators, who will use the application to record the shipments. The application is incorporated with special hardware support like a barcode scanner to record route, destination, origin and other information about a shipment, brand-agnostic printer among others.

The architecture approach and the design of user interface is similar to typical android application, but with multiple screens customized to the clients' business. The solution includes cutting-edge technologies for UI, functionalities, JSON and local DB creation, server among others.

The Benefits

Our solution exceeded client expectations in terms of UI, functionalities and delivery on time. The solution has been implemented in over 50% of client locations and work in progress for other locations.

70%

Time Saved

60%

Increase in
productivity

100%

Streamlined
Logistics

It's great working with NetiApps. Technology anyone can provide but understanding customer's business and building solution around it, needs some outstanding task what NetiApps delivered to team DTDC. Their solutions are contributing some outstanding support to automate DTDC's some of it's critical processes. The team always have a positive attitude and can pull it together quickly to meet last minute changes and deadlines. I think your company culture and your team's positive attitude have enabled us to take on more, and I can spend time focusing on our business needs as I have faith that you'll help us find a solution to support.

Mrinal Chakraborty

Executive Vice President : Technology & Innovations
DTDC EXPRESS LTD.