



In 2013, DSV South Africa recognised that the growing demand for e-commerce fulfillment necessitated a change to their operational model, to better accommodate the challenges associated with last mile delivery to consumers (B2C) as opposed to traditional business deliveries (B2B).

DSV partnered with TZ SMART Lockers for an innovative technological solution that would integrate with their existing network but grow with them into the future. Starting with a pilot network of 15 SMART Lockers, DSV has expanded their locker network to over 400 locations in the last 5 years – revolutionising their e-commerce delivery business in the process.

Hyper-competition, globalisation and technological disruptors have been drivers of change for the South African last mile delivery market. With changing consumer behaviours and expectations placing new pressures on retailers, third party logistics providers have been equally challenged to adapt to the rapid growth of consumer deliveries. It's no longer about who has the biggest fleet of vehicles, warehouses, or the best price – now it's about the availability of accurate forward-thinking intelligence and the ability to successfully act on that intelligence in a localised context.

Growing volumes of consumer directed deliveries required DSV South Africa to re-evaluate their standard operating model to better enable the safe and efficient management of consumer deliveries for their clients. As early as 2013, DSV South Africa recognised and prepared early for the migration of traditional B2B volumes (such as freight and parcel) to B2C by investing in smart lockers – understanding that ultimately changing consumer behaviours would drive adoption.



DSV is a global transport and logistics business with 800 offices in 80 countries. The company comprises three key business units – air and sea (forwarding); solutions (warehousing); and road logistics (fulfillment). A significant player in South Africa, they process approximately 2 million shipments a month, delivering throughout South Africa, Africa and across the globe.



Built on Trust. Powered By Excellence.
www.postalsource.com

In early 2018, after considerable due diligence, DSV entered into a supply partnership with TZ Limited and Ricoh South Africa to upgrade and expand its fledgling locker network, a national network that has now grown to more than 400 locations strategically placed around the country.

“With extensive track records of effective deployments across the globe, TZ and Ricoh successfully demonstrated a technology and service innovation offering capable of supporting DSV’s aggressive expansion and service objectives” explains Brett Sauermann, General Manager E-Fulfillment for DSV South Africa. “By applying innovative thinking, and with the support of our technology partners, DSV has been able to commercialise its consumer-focused solutions over a very short period of time”.

While DSV Locker has become the popular e-commerce delivery choice for tens of thousands of South African residential consumers, DSV quickly realised that interest in the DSV Locker solutions was coming from sectors not originally within their scope. New technology developments have seen various industries benefit from the DSV Locker solution, with the DSV locker network extended to support banks issuing sensitive documents, educational institutions providing and receiving papers, or mobile technicians collecting spare parts within the need for extensive travel.

Brett intends for DSV Locker to continue to grow in line with customer demand and with new technological capabilities, aiming to have a smart locker service within 5-10 kilometres of everyone in South Africa.



A technology partner, not a locker manufacturer

DSV went to market seeking a technological partner that could help solve the challenge of changing consumer needs. “Partnering with TZ SMARt Lockers has allowed us to integrate new technology into our existing platform while innovating for the future. TZ has delivered on every promise, and the partnership has allowed us focus on what we’re good at – moving parcels – while TZ delivers on technological innovation”.



“ We saw a need for a scalable technology solution to meet the lifestyle demands of our customers – a digital parcel service with safe and contactless 24-hour access. The benefits to our business were immediate and we continue to explore opportunities to collaborate with other businesses or to extend our network for added convenience. We are committed to staying ahead of market demands by innovating and continuously developing and delivering services based on forward-thinking intelligence. It is the convergence of that intelligence with our proven operational know-how and capability that will keep us ahead of the competition ”

Brett Sauerman, General Manager, E-Fulfillment

COVID Safe

The advantages of the DSV Locker system became even more apparent during 2020, when the challenges of the pandemic impacted businesses across South Africa and the globe. DSV was able to service the heightened demand for safe and contactless delivery locations, supported by local provider Ricoh, who run the lockers across a fully managed network on a cloud hosted solution to ensure high availability and solid business continuity mitigations.



Built on Trust. Powered By Excellence.

www.postalsource.com