



Transforming customer onboarding, credit checks and more

DPD outsources VRP's experts to analyze their business processes and needs and develop solutions that transform the way they work, including how their team onboards customers, performs credit checks and completes other vital everyday tasks.

- 4x faster and easier customer onboarding
- Reduced risk thanks to automated credit checks
- Dedicated experts outsourced for ongoing transformation
- Trusted, long-term relationship of several years

Powered by:



The engagement:



DPD outsourcing skilled, certified resources including a Business Analyst, Salesforce Developers, Consultant and others.



Ticketing system and case feed implemented: cases created automatically, opportunity and contact details pre-populated.



Quick and simple customer onboarding checklist for team members to verify data is complete and all criteria fulfilled.



Credit information automatically provided (via Dun & Bradstreet credit database integration), processed and evaluated.

The results:



Customer onboarding now takes around 30 minutes instead of 2 or more hours of a Sales Support team member time.



Significantly reduce risk thanks to trusted credit evaluations of all new customers, performed quickly and effortlessly.



Future functionality: new business approval escalation ladder identifies correct stakeholder and contacts them for signoff.



With VRP's trusted specialists, DPD can depend on a strong and constantly evolving digital foundation for their work.



Quick facts about DPD

DPD is part of Geopost, a leading parcel delivery network operating in more than 50 countries. 57,000 delivery experts deliver more than 8 million parcels worldwide each day through the brands DPD, Chronopost, SEUR, BRT, Speedy and Jadlog. Combining innovative technologies with strong local networks allows them to offer a flexible and user-friendly service.

Can we help you?



Svetlana Kuntsevich
Regional Vice President
North America, VRP Consulting

svetlana.kuntsevich@vrpconsulting.com

+1 847 219 4474



Jennifer Casey
Regional Vice President, UKI &
Central Europe

jennifer.casey@vrpconsulting.com

+353 (0)89 610 1438

