



FOUNDER

Subhasish Chakraborty

- He is the founder, Chairman and Managing Director of the company.
- He is a Gold medalist in Chemistry from Calcutta University.
- He worked at Peerless Insurance before founding DTDC.

WEBSITE

 dtdc.com

 dtdc.in

TAGLINE

"Delivering Value"

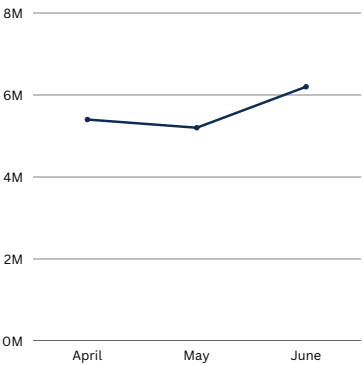


ABOUT

- DTDC stands for "**Desk to Desk Courier and Cargo**".
- It provides businesses and individuals with a wide range of express parcel services, international shipping, and logistics solutions.
- It was founded on **26th July 1990** in Bangalore.
- It is **headquartered in Bangalore**, Karnataka, India.
- It covers **over 10,000 pin codes within India** and handles more than **12.5 million packages every month**.
- The organization **services 240+ destinations worldwide** including the USA, UK, Canada, UAE, Australia, Singapore, and all major Asian countries, through its own offices & JVs, Strategic Partner-DPD Group, Alliances & Tie Ups and other Network Partners.

EXPERIENCE

Website Traffic



Website Ranking

- Global Rank: 12928
- Country Rank (India): 986
- Category Rank (Shipping & Logistics): 2

Source: similarweb.com



FEATURES OF DTDC

Cross Border Management:



- **Cross Border Management** is not just limited to offering services across the globe but it is about using expert e-commerce research to connect all of the dots and link all of the supply chain elements at competitive costs.
- The company has a tailored set of logistical solutions that guarantee to take up its client business to new heights.

FEATURES OF DTDC

Integrated Technology Platform:

Integrated Technology Platform

For DTDC, technology forms the essence of all our service packages. We offer single-window frameworks to all e-commerce websites for product hosting. Our strong back-end software servicing allows optimal inventory management, channel management, order management, vendor status update, account reconciliation, and more. The customized IT platform ensures easy and hassle-free integrations required by our clients, without compromising transparency.

Channel Management


Cataloguing


Payment Solution Integration


Product Listing


Real Time Tracking

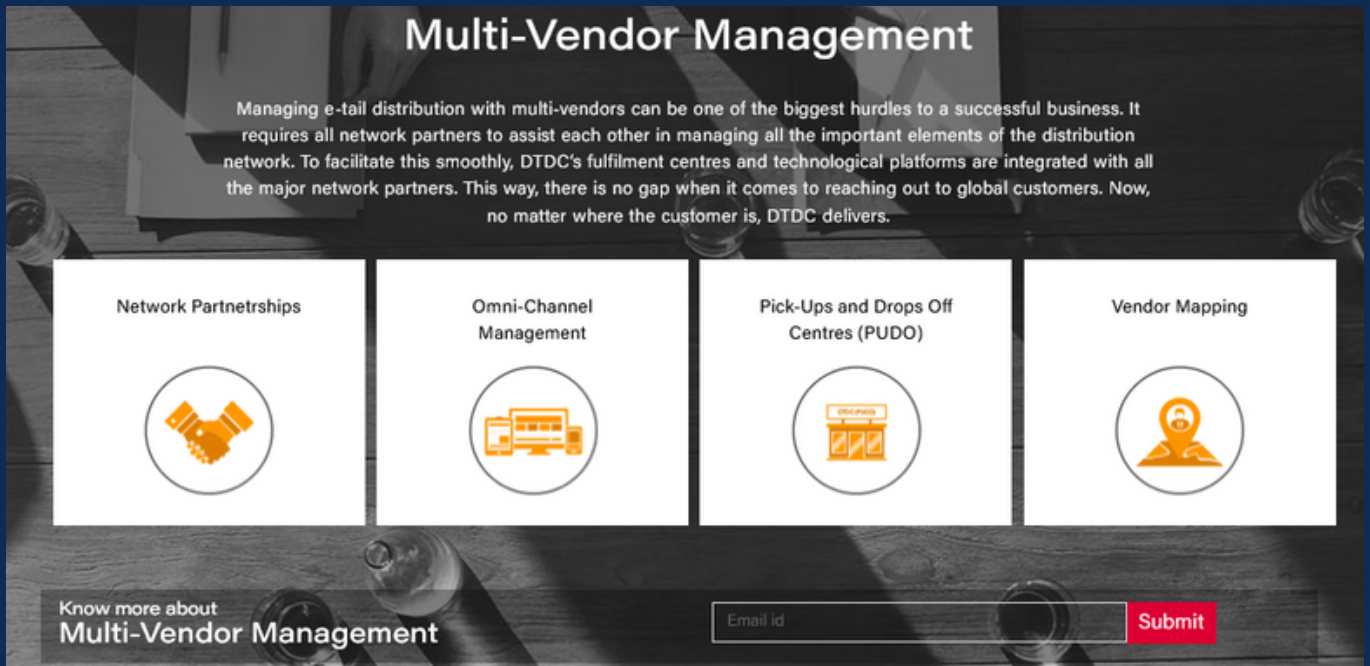

Know more about
Integrated Technology Platform

Submit

- DTDC offers single-window frameworks to all e-commerce websites for hosting customers' products.
- The customized IT platform ensures easy and hassle-free integrations required by the clients, without compromising transparency.
- Their excellent back-end software support enables effective inventory management, channel management, order management, vendor status updates, account reconciliation, and other services.

FEATURES OF DTDC

Multi-Vendor Management:

A banner for Multi-Vendor Management. At the top, the title "Multi-Vendor Management" is displayed. Below it, a paragraph explains that managing e-tail distribution with multi-vendors is a challenge, but DTDC's fulfillment centers and technological platforms are integrated with major network partners to ensure global delivery. The banner features four icons in a row: "Network Partnerships" (two hands shaking), "Omni-Channel Management" (a laptop and a smartphone), "Pick-Ups and Drops Off Centres (PUDO)" (a delivery van), and "Vendor Mapping" (a location pin). At the bottom left, there is a link "Know more about Multi-Vendor Management". At the bottom right, there is an "Email id" input field and a red "Submit" button.

Multi-Vendor Management

Managing e-tail distribution with multi-vendors can be one of the biggest hurdles to a successful business. It requires all network partners to assist each other in managing all the important elements of the distribution network. To facilitate this smoothly, DTDC's fulfilment centres and technological platforms are integrated with all the major network partners. This way, there is no gap when it comes to reaching out to global customers. Now, no matter where the customer is, DTDC delivers.

Network Partnerships

Omni-Channel Management

Pick-Ups and Drops Off Centres (PUDO)

Vendor Mapping

Know more about Multi-Vendor Management

Email id

Submit

- For companies to manage e-tail distribution with several vendors might be one of the most difficult challenges in running a successful business.
- To facilitate this smoothly, DTDC's fulfillment centers and technological platforms are integrated with all the major network partners.
- There would be no gaps in reaching out to clients around the world in this way. It sends packages to clients wherever in the world.

FEATURES OF DTDC

Warehousing & E-Fulfilment:



Warehousing & E-Fulfilment

DTDC's ability to assimilate worldwide parcel services with the best technological platforms means the highest level of success. Be it start-ups or established players, our fulfilment warehouses are designed to facilitate smooth order-fulfilment processes, from receiving to product delivery. Our best-in-class warehouse management systems are tailored to efficiently ship thousands of orders of any size.

Custom packaging	Advance Quality Check	24X7 Security	Temperature Controlled Centres	Drop-Ship Solutions
				

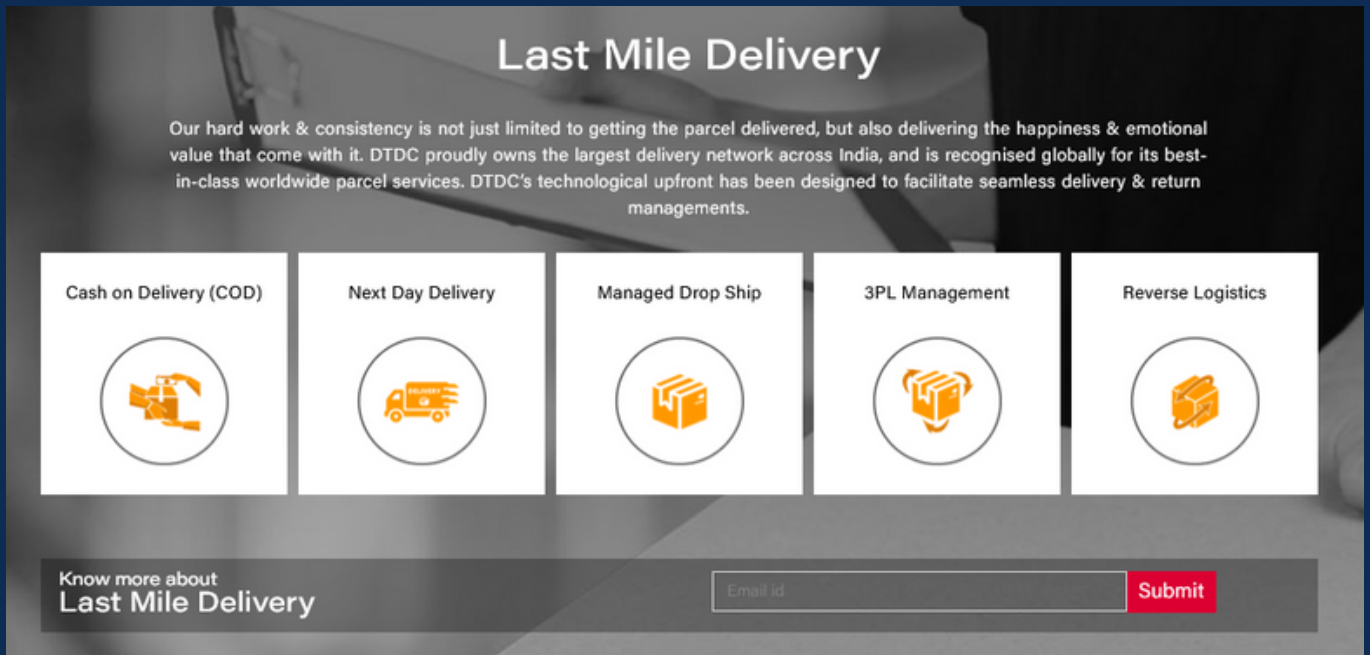
Know more about Warehousing & E-Fulfilment

Email Id [Submit](#)

- DTDC along with parcel delivery services also offers warehousing and fulfillment services.
- Its fulfillment centers are built to ensure that all order fulfillment processes, from order receipt to product delivery, go without a hitch.
- Their top-notch warehouse management solutions are designed to ship thousands of orders of any size quickly and effectively.






FEATURES OF DTDC

➤ Last Mile Delivery:



Last Mile Delivery

Our hard work & consistency is not just limited to getting the parcel delivered, but also delivering the happiness & emotional value that come with it. DTDC proudly owns the largest delivery network across India, and is recognised globally for its best-in-class worldwide parcel services. DTDC's technological upfront has been designed to facilitate seamless delivery & return managements.

Cash on Delivery (COD)	Next Day Delivery	Managed Drop Ship	3PL Management	Reverse Logistics
				

Know more about
Last Mile Delivery

Email id [Submit](#)

- DTDC is proud to hold India's largest delivery network and is renowned throughout the world for offering top-notch services for sending foreign packages.
- The DTDC technology foundation was developed to assist in efficient delivery and return handling.

INDUSTRY SOLUTIONS OF DTDC

AUTOMOBILE INDUSTRY

- They have a strong presence in all major automobile manufacturing clusters as well as an extensive delivery network in Tier 2 & 3 cities.
- This enables their clients to transport spare parts, accessories, and much more to their dealers and customers in a timely and cost-effective manner.



PHARMACEUTICAL INDUSTRY



- Pharmaceutical companies require temperature-controlled shipments to transport critical items such as medicines and vaccines.
- They use a special packaging solution with up to 28 liters capacity and offer multiple cooling agents as per the client's refrigeration requirements.
- Their cutting-edge IoT-enabled solution allows the clients to track their packages in real-time and monitor their temperature, humidity, and shock impact during shipping.

FASHION INDUSTRY

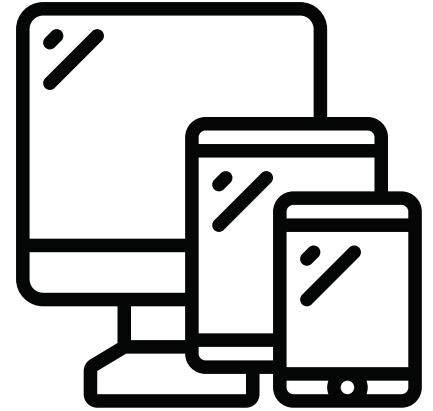
- It provides end-to-end logistics solutions to premium brands in the fashion industry.
- They offer appointment-based direct-to-store, warehouse-to-warehouse/fulfillment centers, and multi-brand outlets (MBO) delivery and returns solutions.



INDUSTRY SOLUTIONS OF DTDC

CONSUMER DURABLES AND ELECTRONICS

- They serve as a third-party logistics provider to retailers and e-commerce merchants including some of the leading consumer electronics companies in the world.
- With a vast network of automated hubs, warehouses, and operational facilities, they enable electronics companies to deliver all over India within the shortest possible time frame.



BANKING AND FINANCIAL SERVICES



- Through their pan-India presence, covering over 96% of the population, they enable banks and financial service providers to improve the accessibility of their services.
- Additionally, they provide a secure KYC-enabled delivery solution for their shipments adhering to industry standards.

IT INDUSTRY

- Organizations often use services to deliver work-from-home devices such as laptops, desktop computers, tablets, and mobile phones to their employees' homes.
- They offer quick day-definite deliveries and peer-to-peer deliveries while keeping both convenience and transparency intact.
- They also offer reverse delivery services whenever our clients' employees need to return equipment to the office.



BUSINESS MODEL

- **Courier and Parcel Services:** They offer domestic and international courier services, catering to a wide range of customers, including individuals, businesses, and e-commerce sellers.
- **E-commerce Logistics:** They provide end-to-end e-commerce logistics solutions, including order fulfillment, warehousing, last-mile delivery, and reverse logistics.
- **International Shipping:** DTDC handles international shipments, including documents, packages, and commercial cargo, making it easier for businesses to connect with global markets.
- **Warehousing and Fulfillment:** DTDC offers warehousing and fulfillment services, providing businesses with efficient storage and order-processing solutions.
- **Technology Integration:** They provide an online tracking system that allows customers to monitor the status of their shipments in real-time.
- Additionally, they offer digital tools and platforms to streamline processes and improve customer experience.
- **Customized Solutions:** DTDC offers customized solutions to cater to specific requirements of the logistics industry. This includes tailored delivery schedules, specialized packaging, and dedicated account management.
- **International Partnerships:** They have partnerships with international courier and logistics companies to handle shipments outside India. Revenue may be generated through commissions or service fees in such collaborations.

MARKETING STRATEGY



Product Strategy:

- It offers freight management services at international levels, supply-chain solutions, express services of premium quality, and domestic services.
- It offers multiple courier services – **DTDC Lite, DTDC Plus, DTDC Blue, and DTDC Prime.**



Place Strategy:

- Its network has spread to 3700 locations in India and includes both urban and rural areas.
- It has business arrangements and strategic tie-ups with key players at the international level to provide its services to more than 240 locations.



Price Strategy:

- It has stepped up the standards of Logistics Companies in India with the **introduction of the Franchisee concept.**
- It adopted a reasonable pricing policy to retain its customer base and to tackle its competitors by providing clients affordable rates.



Promotion Strategy:

- During festivals especially Diwali it offers incentives like sending gifts and parcels to near and dear ones at concession rates.
- It has used the print media to create hoardings and advertise its services in newspapers and through visiting cards.
- It has also taken the help of celebrities to promote its brand. Former cricket and Indian captain Sourav Ganguly has been roped in as a brand ambassador.