



A DDCOS  
CASE STUDY

# Distribution

Parcel Locker Service Provider

**DDC**   
Outsourcing Solutions



Customer Lifecycle Solution

It's a  
Success!  
**48%**

improvement in  
average handling  
time.

## Overview

This client is a fast growth provider of affordable and eco-friendly parcel locker services, operating across Europe. Their mission is to make online shopping more convenient for all. From deliveries to returns, their operating model has exceptional green credentials at its core. 15 years on and they continue to grow at a rapid rate, with over 16,000 parcel lockers across Europe.

# AMBITIOUS GROWTH



## Clients Needs

This client began the search for an outsourced customer service provider, moving away from the current inhouse team (managed by another entity in their group), to support their ambitious growth plans. The outsourced partnership would allow them to focus on the operation and wider requirements to achieve their targets, whilst knowing the challenges of growing the customer service team would be met elsewhere. It was also important that, as the team grew, the quality of service did not suffer, and moreover continued to improve.

As much of their customer base was in the retail sector, the client also had to consider the peak season over the holiday period (Nov-Jan). The outsourced partner would need to provide the flexibility to ensure the high service standards were met whilst providing additional support over this period. To further add to the challenge, this was to be undertaken at the early stages of the national lockdown.

# Our Solution Summary



The service involves voice, email, social and back-office administration.



Offering flexible resource coverage to the growing parcel locker estate of this client, which has more than doubled since the beginning of the partnership.



Further, demand on the customer service team has grown with Q1 showing a 99% increase in the volume of parcels handled by the client.



Hybrid operational delivery is provided remotely in the UK with a further team providing non-voice support in Bosnia, Sarajevo.



An extended hours service over 363 days, available from 8am – 10pm weekdays and 8am – 8pm at the weekends.



Agile management of resources to handle the peaks and troughs of seasonal demand.



## It's a Success!

# 87%

improvement in calls answered within 20 seconds (average wait time).

## KEY SUCCESS POINTS

**401%**

increase in the volume of calls handled since the start of the campaign.

**27%**

improvement in inbound completion rates (72.7% to 93%).

**87%**

improvement in calls answered within 20 seconds (average wait time).

**74%**

reduction in abandoned calls.

**41%**

improvement in team quality.

**48%**

improvement in average handling time.



Partnered with the client to test and implement multiple initiatives.



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