



Case study

DPD Slovakia Reduces Costs by 25% and Gains Full Control Over Customer Communication with Daktela



About DPD Slovakia



DPD Slovakia is part of the international GeoPost group – one of Europe's leading parcel delivery providers. Active on the Slovak market since 2002, the company delivers thousands of parcels daily to both private individuals and businesses. DPD places a strong emphasis on innovation, efficient logistics, and customer convenience. The company continuously invests in digital transformation and service modernisation to keep pace with growing market demands.



The Challenge DPD Faced

DPD Slovakia had been using an outdated ticketing system that no longer met the needs of its expanding customer service operation. The team was searching for a modern, forward-thinking solution to unify communication across the business – not only externally with customers but also internally between departments. The key issues included:



The need to centralise communication across channels and teams



High costs linked to outsourcing services due to overwhelmed agents



Limited visibility and traceability of past customer interactions



Lack of automation and AI-driven support tools

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Why DPD Chose Daktela

Flexibility, an intuitive user interface, and seamless integration with internal systems were the main reasons DPD selected Daktela. The platform offered a comprehensive omnichannel solution that included AI tools for automating requests and managing communication across the organisation. A key advantage was the ability to bring all customer support activities in-house, eliminating the need for outsourcing.



What DPD Achieved with Daktela

25%
20%
0

20% increase in customer service efficiency

25% reduction in operational costs

Full control of customer communication without external support

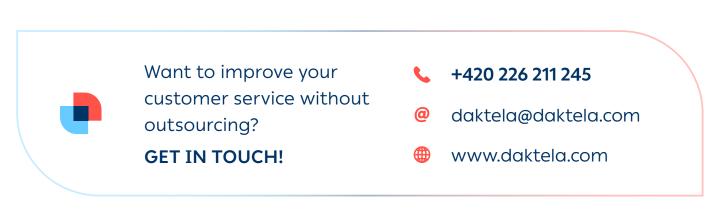
Automated handling of repetitive requests via emailbot

Streamlined internal processes and greater visibility

Future-ready setup for further automation and growth

"One of the biggest benefits is that we no longer need to rely on outsourcing — we manage everything in-house. Communication across the company has become unified, we have full control over responses, and can revisit any interaction at any time. Our agents also use the emailbot to handle repetitive requests. Daktela is integrated with our internal systems and we plan to expand our use of AI tools even further."

- Adela Stašová, Commercial Services Manager, DPD Slovakia



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