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DTDC on expansion track

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Mumbai: Homegrown logistics firm DTDC Express Ltd (DTDC) is ramping up its capabilities to tap the huge potential unfolding in the segment.

One of the key focus area has been the fulfilment centres or facilities that provide integrated warehousing and transportation services to B2C (business-to-consumer) and B2B (business-to-business) clients. Such entities are keen to expand their product reach but do not want to create a large warehouse footprint.

At present, DTDC has 15 facilities across the country covering more than 350,000 sq ft in fulfilment capabilities.

The company is in the process of setting up or upgrading some of its existing centres to create large hubs, with technology forming a critical part in the entire process.

DTDC is looking to serve not only large platforms such as Amazon, Flipkart or Paytm but also the seller who sells his



NEW STRATEGY: Chakraborty

product in these marketplaces. Another target segment are brands who are now looking at ways to change the way they reach out to customers.

"We are setting up the express industry's largest integrated hub in the country's capital. The facility will have more than 100,000 sq ft of space," Abhishek Chakraborty, executive director of DTDC Express Ltd, told **The Telegraph**.

He disclosed the first phase of the project will be operational by the end of January 2018 and will be fully operational by February next year.

DTDC is planning to set up 8-10 such large hubs in the country and expects a huge growth in volumes both from the B2C and B2B segments after they are operational.

"We decided to change the way we handle the business in terms of manual processes. We have invested into technology in processes such as sortation among others. Moreover, mobile devices now play a big part in our first-mile and last-mile footprint. The same space can handle 3-4 times the volume we are doing today," Chakraborty added.

The logistics solutions provider is also optimistic about business from brands that are keen to take their products to different parts of the country but do not want to go the traditional way of distribution.