



E-BOOK

Four Real-Life Use Cases That Will Inspire You to Digitalize Your Delivery Operations



The need to reduce operational costs and ensure superior customer experiences make supply chain and logistics management a daunting task. But with technologies like machine learning, predictive intelligence, data analytics, automation and the Internet of Things, profitability and great customer experiences can be easily achieved.

Businesses are increasingly embracing supply chain and logistics management platforms to digitalize their supply chain processes and make them more customer-focused.

USE CASE #1

Global Pizza Chain Leverages Gamification to Slice Delivery TAT by 27%

The On-Time Delivery Imperative

A global pizza chain wanted to reduce its delivery time from 30 to 22 minutes. Bottlenecks like poor visibility and productivity, expensive resource planning, inaccurate KPIs and inefficient collaboration were making it difficult to achieve this goal. The pizza chain then implemented a last-mile delivery management platform to eliminate these impediments.

The platform helped them gamify tracking and KPI benchmarking processes to boost employee engagement and productivity. Its real-time dynamic routing capabilities helped them this global pizza chain to significantly reduce delivery time. It also ensured that the business could easily scale operations by outsourcing delivery jobs to individuals or third-party logistics providers cost effectively.

Impact of the Platform:

- Reduced delivery time by 27% by ensuring high levels of operational efficiency
- Improved KPI benchmarking, fleet productivity and employee engagement by leveraging gamification tools
- Enhanced fleet productivity with dynamic route planning and real-time tracking capabilities
- Optimized resource planning by automating job allocation and scheduling processes
- Ensured rapid scalability by intelligently outsourcing delivery to third parties

USE CASE #2

Making Smiles Wider: How One Global Retailer Boosts CX

Ensuring Better CX, Cash Flows and Shipment
Visibility

To satisfy the rapidly evolving needs of B2B customers, like resellers and hotels, businesses need to do much more than deliver on time. They need to optimize last-mile delivery operations and provide customers with accurate delivery ETAs, ensuring transparency and seamless collaboration between delivery stakeholders. To address these expectations, businesses need a last-mile delivery management platform that improves fleet productivity and visibility, ensures interoperability of disparate systems, and provides real-time information on inventory availability.

One of the world's largest retailers leveraged a modern supply chain solution to ensure high levels of operational efficiency and superior delivery experiences. The solution's unique Business Process Management Engine helped the organization push cash collection jobs automatically to a business development agent's phone, thereby making cash reconciliation easier.

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USE CASE #3

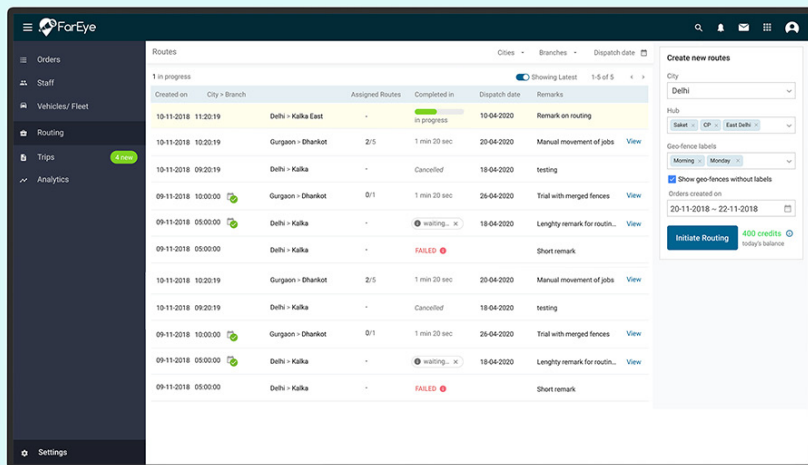
Improving Healthcare: How This Firm Helps Deliver Medical Devices in 60 Mins

Shrinking the Order-Delivery Time Gap

Delivering equipment on time is critical when catering to the healthcare industry. Managing the twin challenges of shrinking delivery time while adhering to tight SLAs resulted in massive supply chain issues for a large medical equipment manufacturer.

Lack of interoperability between the business' CRM and 3PL systems made delivery processes more complex. It also made monitoring 3PL KPIs difficult and resulted in delayed delivery proofs. All these challenges combined with issues like dependency on manual processes and zero predictive visibility made it difficult for this manufacturer to ensure shorter delivery cycles of medical equipment.

In order to shrink equipment delivery time and optimize core supply chain processes, this manufacturing company implemented modern last-mile logistics software. The solution easily synced the business' CRM with disparate 3PL systems. This resulted in greater visibility, transparency and improved performance monitoring. The solution's machine learning capabilities helped the business deliver predictive visibility and improved exception management.



Impact of the Platform:

- Received orders within 60-90 minutes owing to real-time visibility of delivery fleet and better exception management
- Enhanced decision-making by leveraging business intelligence and real-time data driven analytics dashboards
- Reduced manual processes by automating order allocation and digitalizing remote verifications
- Enabled data-driven decision-making and delivery planning through machine learning and analytics
- Provided the business with greater ability to manage and eliminate risks using machine learning and predictive intelligence capabilities
- Increased data accuracy by ensuring seamless interoperability and orchestration of disparate in-house and 3PL systems

USE CASE #4

Crafting Delightful Delivery Experiences: Lessons From an Online Home Goods Seller

Optimizing Last-mile Delivery

Did You Know?

The e-commerce market for furniture and homeware is expected to show an annual growth rate of 9.6%, resulting in a market volume of €40,050 million by 2023.

The question is how to grab the biggest share of this pie?

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A leading home goods seller in Europe embraced a last-mile delivery management platform to build a customer-centric, end-to-end delivery process. The business was facing visibility and productivity challenges when goods were being transported from warehouses to its final delivery destination. Managing returns were becoming a bottleneck as well. These challenges led to poor customer experience and increased operational expenses.

The delivery management platform empowered this e-commerce business to enhance delivery tracking and route planning with real-time dynamic routing capabilities. It kept customers abreast with live information on delivery status and deployed customizable workflows to manage reverse logistics better.

Impact of the Platform:

- Optimized multi-stop deliveries by leveraging real-time dynamic routing capabilities
- Ensured end-to-end visibility of shipments for delivery stakeholders through real-time tracking, tracing and alerts
- Enabled flexible deliveries flexible by using easy-to-change customizable business workflows
- Improved delivery happiness score by ensuring timely and transparent deliveries
- Enhanced KPI monitoring by analyzing operational data points displayed on easy-to-navigate dashboards.

First Choice for Last Mile

REQUEST A DEMO

Savvy Enterprises Across The Globe Are Digitalizing Their Supply Chains, Are You?

Large enterprises across varied industries, like e-commerce, manufacturing, healthcare, and food and beverage, are leveraging FarEye's last-mile delivery management platform. Through machine learning, predictive visibility, IoT, automation and data analytics, FarEye's platform helps enterprises boost profitability, become customer-centric, simplify delivery logistics and stay relevant in a world driven by customer needs and expectations.

FarEye is helping 150+ customers in more than 30 countries improve their delivery happiness score and boost customer loyalty. To learn how FarEye can help you, sign up for a quick demo.

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First Choice for Last Mile.

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