

Simplifying Last-mile Logistics for Carriers

INDUSTRY BROCHURE

Today's customer-centric economy requires integrated and value-added last mile capabilities to achieve competitive advantage. FarEye helps you to maximize productivity and minimize risk while continuously making operations efficient. We are focused on making the delivery experience superior, and help you differentiate your offerings to best address consumer demand. Our clients include logistics service providers, courier, express & parcel companies, third-party logistics (3PL) companies, retailers.

Industry Impact

- 17%** Delivery time reduction
- 15%** Delivery agent productivity increase
- 22%** First-attempt delivery increase

Challenges

- ✓ **Routing**
Inefficient routing adds cost and complexity, increase in failed delivery attempts
- ✓ **SLA Adherence**
Failure to meet expectations results in poor customer satisfaction and fines
- ✓ **Sustainability**
Inefficient routing, scheduling and asset utilization contribute to increased carbon emissions
- ✓ **Real-time visibility**
Lack of visibility and delivery ETAs decrease customer satisfaction and increase failed deliveries



The FarEye Solution

FarEye's unique, all-in-one low code/no code delivery logistics platform combines orchestration, real-time visibility, branded customer experiences, and business process management to ensure deliveries are on time and accurate, from order-to-door.

The FarEye platform allows companies to quickly change and implement delivery operations. Companies can automate allocation, scheduling, and routing, providing real-time visibility and control of delivery orchestration.

Key Features

- ✓ **Comprehensive Visibility**
End-to-end visibility from first- to last-mile. Reduce customer complaints by up to 30% with predictive ETAs.
- ✓ **Orchestration**
Enterprise-grade process library and no-code workflow engine to go-live in under 75 days.
- ✓ **Route Optimization**
Machine-learning based route optimization through customer DNA mapping.
- ✓ **Dynamic Routing**
Real-time dynamic routing for increasing on-time deliveries by up to 6%.
- ✓ **Execution**
Platform to execute a range of logistics activities from cross-docking, long haul, carrier management, control tower to cut logistics operations costs by up to 8%.



Benefits

- **Improved Delivery Performance:**
Achieve more deliveries at a lesser cost with improved agent productivity by upto 15%.
- **End-to-end Visibility & Orchestration:**
Provide end-to-end last-mile orchestration to hub managers and visibility to all stakeholders - customers, managers and leadership.
- **Improved Delivery Satisfaction:**
Reduce customer complaints by upto 30% with real-time track and trace. Increase on-time deliveries thereby ensuring a superior delivery experience.

Capabilities

- ✓ **Mobile-first:** Customizable and branded mobile app for drivers - from onboarding to delivery orchestration, managers and customers - to track and trace order statuses in real-time.
- ✓ **Driver Crowdsourcing:** App-based driver crowdsourcing to cater to demand shocks. Easy onboarding, approval workflows and roster planning.
- ✓ **Digital Operations:** Digital run sheets, one-click roster uploads, proprietary geofence-based routing operations and 1-click tracking in real-time.
- ✓ **PUDO Support:** Cost-efficient flexibility to customers with native support for pick-up point deliveries, mobile hubs and service point pickups.
- ✓ **Chain of Custody Visibility:** Continuous chain of custody visibility and seamless transfer of custody for your shipment at each leg from warehouses to delivery staff to the last mile driver.

First Choice for Last Mile

About FarEye

FarEye's Intelligent Delivery platform turns deliveries into a competitive advantage. Retail, e-commerce and third-party logistics companies use FarEye's unique combination of orchestration, real-time visibility, and branded customer experiences to simplify complex last-mile delivery logistics. The FarEye platform allows businesses to increase consumer loyalty and satisfaction, reduce costs and improve operational efficiencies. FarEye has 150+ customers across 30 countries and five offices globally. FarEye, First Choice for Last Mile.