FarEye

Case Study

Asia Pacific's Leading Healthcare Provider Increases Vehicle Capacity Utilization by 30%, with FarEye

Introduction

A market leader in healthcare services in the Asia-Pacific region, with a presence in 13 markets has a mission to create a connected healthcare ecosystem. The company offers a broad range of solutions across sub-segments for verticals ranging from Pharmaceuticals, Medical Devices & Diagnostics, Consumer Healthcare, and Animal Health.

Impact*

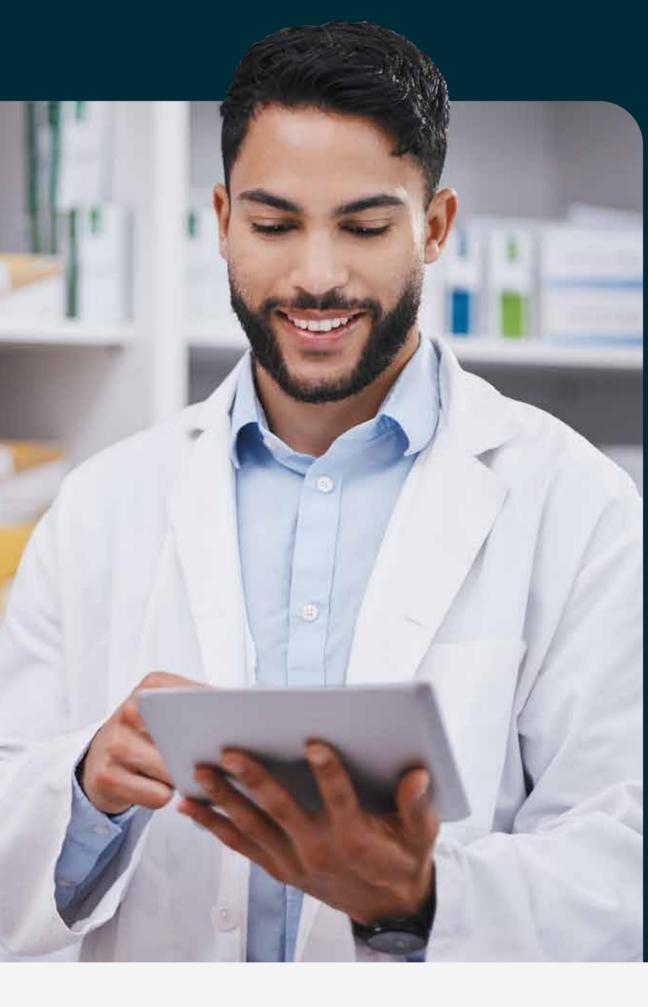|	
30%	Increase in Capacity Utilization
15%	Increase in On-Time Deliveries
5x	Quicker Freight Invoice Settlements
	Decreased Risk of Product Damage

*Estimated

Challenges

This healthcare service provider is facing challenges in their mid and last mile, which include longer routes, high risk of product damage, manual operations ridden with errors, poor ETA accuracy, and high operational costs.

Inefficient Delivery Planning

They faced several delivery delays and high operational costs due to longer routes and poor driver utilization. There was a need to change how deliveries were planned and executed.

Product Damaged During Transit

Product damages and spoilage during transit were a matter of serious concern. It not only cost the company in terms of damages but also affected customer satisfaction.

Low Productivity in Mid-Mile Operations

A high degree of manual intervention for mid-mile operations - document creation and scanning, resulted in longer timeframes to accomplish tasks.

Visibility Blackbox

Logistics managers found it challenging to monitor field operations and take preventive measures in case of any change in planned delivery schedules due to poor supply chain visibility.

Exposure to Overpayment

Since contract rates across multiple transporters, and carriers were manually managed, there was room for clerical errors leading to overpayments. These resulted in high costs, delayed payments, and longer reconciliation times.

The FarEye Solution

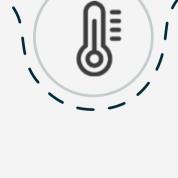Using FarEye's last-mile technology, this healthcare provider is set to streamline mid- and last-mile operations by increasing routing efficiency, gaining E2E visibility, and controlling carrier costs.

Route Optimization

FarEye's advanced route optimization system, powered by AI and ML algorithms, will improve route planning, potentially increasing vehicle capacity utilization by 30%, and enhancing overall delivery efficiency.

Temperature Monitoring

By integrating sensors and GPS devices to monitor and record temperatures in real-time on vehicles, temperature monitoring requirements will be met. This will lead to better compliance and reduced product damage.

Process Automation

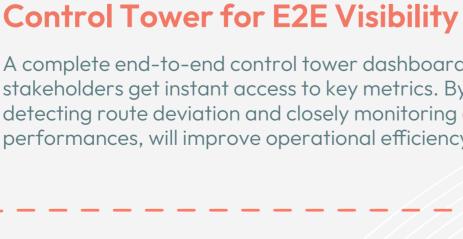Using FarEye's proprietary Business Process Management tool, the introduction of automated workflows resulted in reduced manual intervention with capabilities such as scanning and manifest creation for mid-mile operations.

Control Tower for E2E Visibility

A complete end-to-end control tower dashboard will help key stakeholders get instant access to key metrics. By instantly detecting route deviation and closely monitoring driver performances, will improve operational efficiency.

Rate Card Management

FarEye has provided a comprehensive suite for handling rate contracts between carriers and the customer, with rate expiry alerts, multi-billing zone setups, and minimized exposure to overpayments. This will improve freight invoice settlement five times quicker and help to increase operational efficiency.

First Choice for Last Mile

About FarEye

We are a last-mile technology partner for companies obsessed with delivery experience for their customers. Our vision is to ensure every delivery in the world reaches its destination every time, on time, accurately, efficiently, and as sustainably as possible.

FarEye's AI-powered platform turns deliveries into a competitive advantage. Carriers & Shippers use FarEye's unique combination of orchestration, real-time visibility, and branded customer experiences to simplify complex last-mile logistics. The FarEye platform allows businesses to increase consumer loyalty and satisfaction, reduce costs and improve operational efficiencies, sustainably. FarEye has 150+ customers across 30 countries and six offices globally.