

Real-time analytics for delivery & collection management

Users design their own KPI dashboards for real-time views of the delivery operation in a format that is easy to visualise, understand and interrogate. This enables more effective management of the delivery or service operation by creating awareness of any issues as they arise.

A traffic-light system is used to provide on-screen alerts that highlight exceptions that fall outside specified tolerances.

Role-specific data groups and KPIs are used to generate a graphical view of relevant processes in the delivery operation with full drill-down into detail for further investigation.

Additionally, a number of standard reports can be viewed, printed or exported for further data manipulation.



**Saves time
& money**



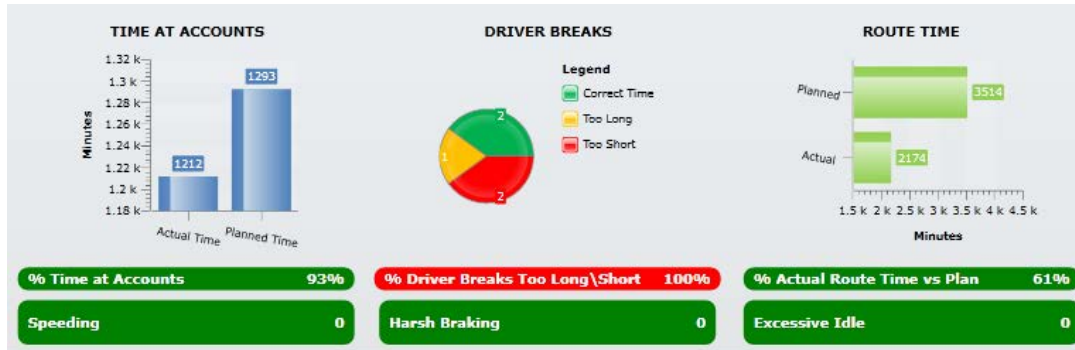
**Improves
visibility**



**Improves
customer service**

Delivery Intelligence benefits:

- ▶ Multi-level view of performance across the business, including depot level.
- ▶ Speed of access to relevant information.
- ▶ User-defined KPIs create alerts for prompt remedial action.
- ▶ Single view of entire delivery process improves supply chain efficiency.
- ▶ Improved customer service and cash flow by proactive management of delivery issues.
- ▶ Reduced operational costs through pro-active management of driver compliance.
- ▶ Measurement and management information to drive business change.



Exception management

- ▶ Drill-down from any exception enables users to investigate and deal with the issue quickly. For example:
 - Which route is running late
 - Details of shortages
 - Expected late arrivals
 - Exact location of vehicle on map now
 - Timing of driver activity, such as breaks
- ▶ Exceptions can be analysed by reason code. For example, analysis of reasons for Returns; Customer Bypass; Damages; Missed stops; Failed deliveries.