

# **Observations from Last Mile Requirements**

**The Logistics Point  
28th Nov 2023**

# Our Story

- **Founded in Silicon Valley 2010**
- **Cloud-first SaaS Solution**
- **30% year over year growth**
- **Headquartered in San Jose, USA**
- **Regional Offices in 8 Countries**
- **220 Employees**
- **2,200+ Customers Worldwide**
- **1,000,000+ daily deliveries**



# DispatchTrack Fundamentals

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**Route Optimisation**  
AI Enabled



**Customer Communication**  
Email, SMS, Phone & Online



**Driver Management**  
Turn by Turn & POD



**Real-Time Visibility**  
Proactive monitoring &  
Resolution



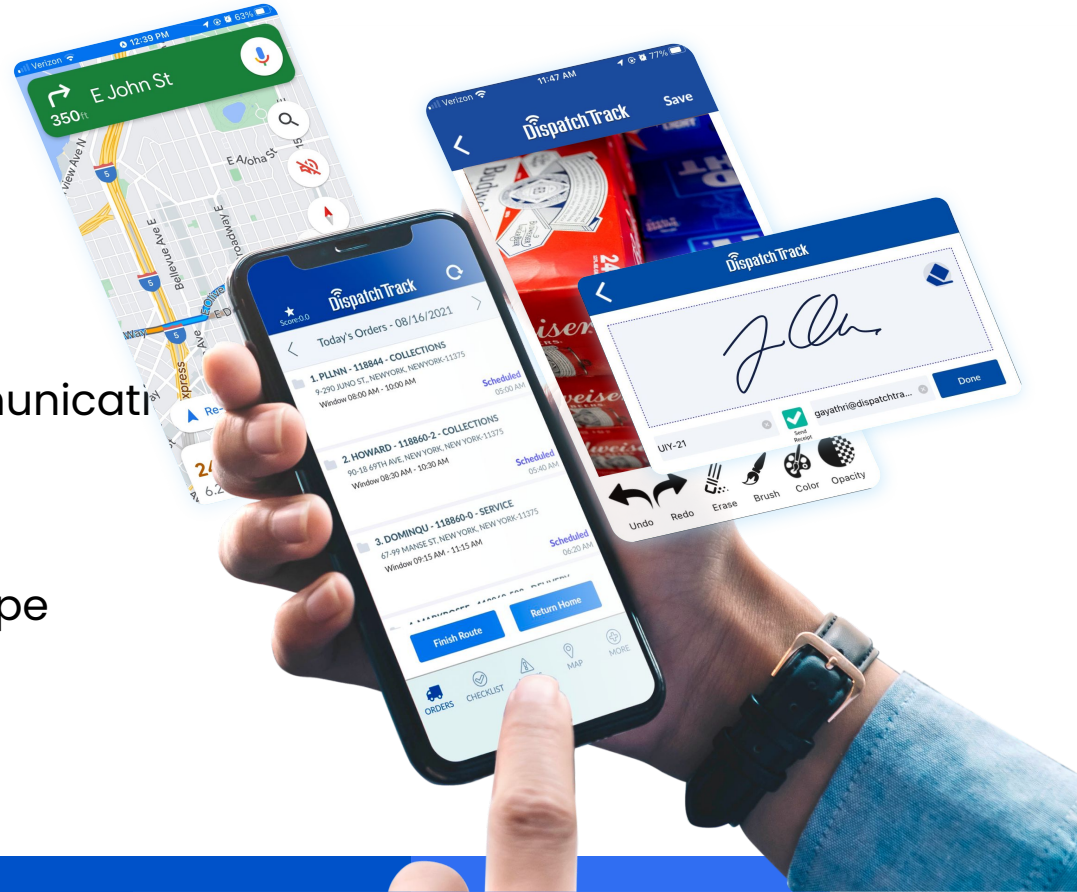
**KPI's & Reporting**  
Accurate & Easy

# Observations from Last Mile requirements



## More focus on the driver experience

- Two way communications
- Automated customer communication
- Accuracy of dwell times
- Consideration of property type

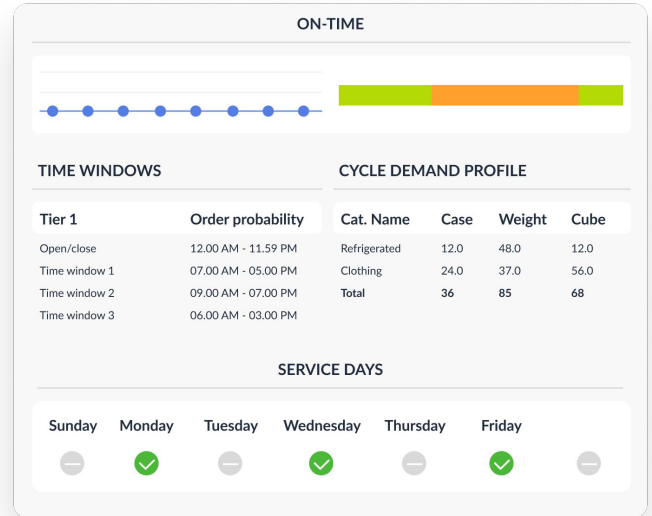


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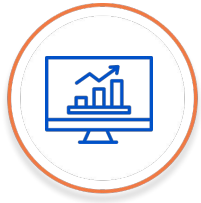


## Dynamic Routing and Re-Routing

- Infinite possible route optimisations
- Time vs benefit
- On the day events require re-routing/optimisation at speed



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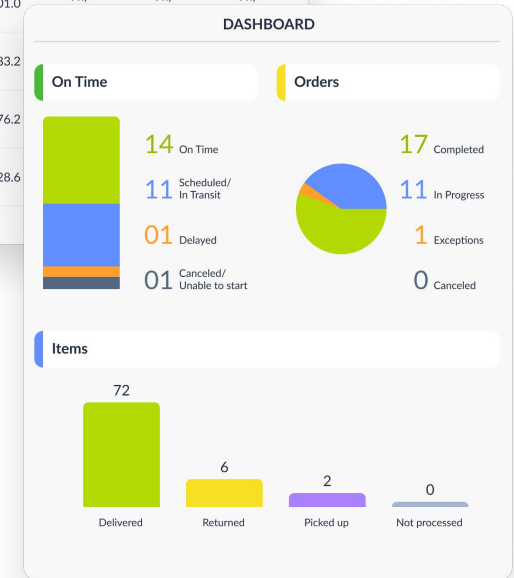


## Data Utilisation

- CO<sup>2</sup> emissions
- Vehicle running costs
- Driver costs
- Driver skills / experience / ratings
- Order weight , volumes and dimensions
- SKU based dwell times
- Exact locations

KEY PERFORMANCE INDICATORS DETAILED REPORT

Service unit	Equipment type	Stops	Total distance	Travel time	Service time	Total time
RUTA02	Default 001	18	56.7.0	5h, 49m	9h, 23m	5h, 49m
RUTA03	ASDF324 8672	5	29.5	1h, 12m	6h, 51m	1h, 12m
RUTA04	OFEJ49 874	21	201.0	9h,	9h,	9h,
RUTA05	Default 001	100	183.2			
RUTA06	IFDJS928 7346	57	476.2			
RUTA07	Default 002	39	328.6			



**Thank you.**