

# Sealed Operational Wastage Leading to Improved Resource Utilization

A Case Study of Logistics Optimization

## At a glance

Logistics optimization helped a client to improve capacity and resource utilization by 25%

## Key metrics



**25%**  
Increase in Resources Utilization



**6+**  
Hours Saved Daily



**98%**  
1st Attempt Delivery Rates

## CHALLENGES



Underutilized Capacity



Resource intensive operation mgmt



Issues for customer delivery

## SOLUTIONS



Multidimensional Optimization



Partner/Org Mgmt with real-time insight



Rider Mobility app

## BENEFITS



1

### 25% Increase for Resources Utilization

Multidimensional optimization engine achieved **25% increase** in fleet & rider utilization and **20% reduction in travel time**, improving bottomline and growth opportunity

2

### Seamless OPS mgmt saving 6+ hours daily

Seamless experience with real-time visibility for internal and external stakeholder eliminating manual follow up for status update **saving more than 6 hours per day**

3

### Increased 1st Attempt Delivery Rates to 98%

Exception management enabled mobility with agile framework, intuitive UI for rider, quick information about trip, order, ETA, order items, instructions, EPOD, COD and real-time customer notifications. All features helped achieve **near zero error rate** and increased **1st attempt delivery rates by 98%**



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