The challenge

- More than half of delivery costs are generated in the last mile
- Customers expect time and location information about their parcel shipping and collection status. This also applies to deliveries or collections that are already underway
- Location and time data must be updated in real time
- Routes must be organized efficiently in the last mile and empty or unneeded journeys must be avoided

The solution

- Dynamic route planning and optimization in the last mile using geographic information systems (GIS)
- Real-time communication between the driver and recipient
- Resource planning for last-mile delivery processes
- Information systems for customer support and deliveries
- PaketChef as an integrated last-mile solution

The benefits

- End-to-end digitization and optimization along the logistics value chain
- Transparency in the supply chain through automatic data sharing based on the highest security standards
- Customer-friendly, green transport chains through dynamic route optimization and efficient driver support
- Guaranteed transparency and cost minimization for last-mile deliveries
- Employee loyalty through new work approaches