FarEye Delivery

Workflow-based vehicle routing & scheduling platform for fleet owners to save costs through continuous process optimization.

1. Scheduling

Definition

Provide flexible delivery scheduling options to your customers and plan your deliveries in a cost-efficient manner. Delight your customers by giving them a predictable delivery experience through a well-orchestrated process.

Problem

Maximizing customer satisfaction by minimizing the difference between the actual and expected time of service, while also reducing the overall cost of operations.

Impacted KPIs

- Perfect order index
- Logistics attempts/hour
- On-time delivery percentage
- Capacity utilisation
- Customer NPS
- Alerts: Off route, Delayed

Scheduling Sub Modules

I. **Lag time calculation**
This helps in calculation of minimum time needed to fulfil the order depending upon the origin-destination pair. This also assigns a default service date & slot to the order.

II. **Customer reschedule page**
This is a branded customer page with re-scheduling capabilities. Customers can choose a slot of their choice, from a list recommended by the route optimisation engine.

III. **Slots integration with POS/Web**
Any POS/Web client can consume our APIs to pass on the Order weight, Service time and Address. The system would respond within 1 second with all available slots.

2. Routing

Definition

Improve fleet utilization and reduce miles per drivers by optimizing route planning and execution through FarEye's proprietary routing algorithm.

Problem

Determining the least-cost routes from one depot to a set of geographically dispersed "customers" such as stores, warehouses, customer homes, etc.

Impacted KPIs

- Logistics attempts/hour
- On Time delivery percentage
- Capacity utilisation
- Alerts: Off route, Delayed

Routing Sub Modules

I. **Static Routing**
Utility for creating, managing and scheduling static routes.

II. **Address Geocoding**
Utility for cleansing and geocoding addresses by leveraging services like Google Maps, ArcGIS, FarEye Maps, Bing Maps, etc.

III. **FarEye Maps**
A deep learning utility which keeps learning from real transactions being performed by the fleet and corrects geo-coordinates. This plugin takes geo-coding to a 98% accuracy for countries without street level addressing. **Planned for AMJ, 2019**

IV. **Dynamic Routing**
Web based utility for dispatchers to prepare routes at the click of a button. The engine supports the most exhaustive set of constraints required for logistics operations. Some of the constraints are geo-fences, service time, weight of parcels, capacity of fleet, traffic patterns, multi-part shipments, etc.

V. **Scheduled dynamic routing**
This removes the need of a dispatcher to click on the autoroute button. The system automatically prepares the route and the dispatcher is just supposed to assign the routes to the respective fleets.

VI. **Staging and Sorting app**
This scanning module is great for performing sortation of parcels in accordance with the routes prepared. It's also capable of printing Staging labels via "Bluetooth printers" and integrate with "Ring Scanners" for a hands free operation.

VII. **In-app routing**
This utility helps the Drivers in sequencing their "Stops" on the app itself. This light-weight tool eliminates the need of centralised planning 'n' dispatch.

VIII. **3D Load Planning**
This utility helps in creating a load plan for container, truck or ship by taking into consideration the different parameters like shape, size, dimensions, stackable, etc. **Planned for AMJ, 2019**

3. Real Time Dynamic Routing

Definition

Respond faster and efficiently to ad-hoc delivery requirements and cancellations through routing in real-time and keep costs and SLAs/ETAs intact.

Problem

Automatically dispatching on-demand orders, to the optimal driver based on capacity, proximity and service time constraints.

Impacted KPIs

- Empty miles
- Total Miles
- Capacity utilisation
- Profitability per Order
- On Time delivery percentage
- Route wise performance

Real Time Dynamic Routing Sub Modules

I. **Food/ Grocery/ Service Dispatch**
This module is useful for planning and dispatching hyperlocal based time definite orders. This utility is capable of store clustering and order clubbing. This module includes a real-time dispatch screen which showcases the live trip status, driver status and orders pending for planning.

II. **Truck load Dispatch**
This utility aims at improving the utilisation of transportation fleet capacity and profitability per order. The engine supports the most exhaustive constraints required for transportation operations. Some of the constraints are driver-route mapping, pickup windows, delivery windows, no-entry time windows, tonnage, empty miles cost, running and waiting costs, etc.

4. Last mile Operations

Definition

Empower your drivers with an intuitive and powerful mobile app through which you can manage and control job allocation, routing, delivery sequence and also facilitate real-time communication with customers.

Problem

Efficiently managing the areas that are between the warehouse and the customer's front door with fast order fulfilment, smaller order sizes and ever-evolving customer expectations.

Impacted KPIs

- Profitability per Order
- Customer NPS
- Error reduction: Fake attempts, Fudge attempts
- Alerts: Off route, Halt, Overspeed

Driver App Sub Modules

I. **Last mile Parcel Delivery**
This app includes the capabilities of multiple delivery attempts, Scanner, Capturing customer PODs, photographs, digital payments, NPS, geo coordinates, OTP, failure reasons, reschedule date, redirect to parcel shop and more.

II. **Last mile Food Delivery**
This app includes the capabilities of multiple delivery attempts, customer PODs, support for partial deliveries, photographs, digital payments, NPS, geo coordinates, failure reasons and more.

III. **Multipart Delivery**
This app ensures the "completeness" of shipment at the time of delivery. This module is ideal for furniture and hi-tech shipments.

IV. **ePOD**
Plain vanilla ePOD app for collecting digital customer signature. This is ideal for freight and transportation use cases.

V. **Pickup from Customer**
This app includes the capabilities for managing both scheduled and overage pickups. This utility scales upto 120 scans per minute and is capable of handling multipart shipments.

VI. **Loading**
This app includes the capabilities for scanning AWB numbers, document verification, OCR scanner, capturing box dimensions, digital signature and more.

VII. **Parcel returns**
This app includes the capabilities for generating receipts, performing QC on returned items and initiate refund for the customer.

VIII. **Quality check**
This app includes the capabilities for performing quality check of shipments, record short videos, compare actual vs original, SKU match, generate receipts and more.

IX. **Driver De-briefing**
This app has the capabilities for scanning all failed delivery shipments and reconcile any cash collected as part of COD deliveries.

X. **Vehicle inspection**
This app provides the capabilities for dispatcher to perform a quick vehicle inspection at the time of their reporting. This app lets you to capture details like vehicle cleanliness, fuel tank status, uniform, punctuality etc.

XI. **Digital Mileage Logging**
This app lets the drivers to capture odometer readings, fuel consumption and additional expenses incurred during a trip.

XII. **Retail booking**
This app enables 3PLs to perform pickups and deliveries from end consumers via a network of retail outlets/ parcel shops. This app includes the capabilities of rate calculation, integration with finance module, packing material handling, handover scans, OTP verification and ID proof check.

XIII. **Customer Service**
This app enables a service team with tools like task management, customer data management, issue resolution and more.

XIV. **Additional utilities**
- Programmable rule engine
- Location intelligence (job restrictions)
- Customer number masking
- Caller Identity
- In-app routing
- In-app Messaging
- Backup utility
- End-to-end Encryption
- Support for IOS and Android

5. Crowdsourcing

Definition

Seamlessly onboard new drivers at the shortest time through the crowdsourcing app to meet elastic demand requirements.

Problem

Eliminate the uncertainty around the supply and performance of crowdsourced Drivers when compared to dedicated fleet of full-time Drivers.

Impacted KPIs

- Serviceable area
- Driver performance

Driver Crowdsourcing Sub Modules

I. **Driver Registration**
This utility helps companies in recruitment and driver onboarding. This has the capabilities for OTP verification, documents uploading, legal consent, managing with vehicle/without vehicle cases and basic help section with FAQs, customer support. **Planned for AMJ, 2019**

II. **Referral Programs**
This utility helps enables incentivization of driver based on referrals shared by them. **Planned for JAS, 2019**

III. **Driver Assessment Process**
A configurable workflow for assessing new applicants. This includes steps like documents review, in-person meeting, basic training and more. This also has a “Application tracking” piece which can be accessed by respective applicants. **Planned for AMJ, 2019**

IV. **Roster Planning**
This utility helps dispatchers in uploading and broadcasting roaster plans. The individuals can choose to accept shifts of their choice. This also extends in-app capabilities for Driver check-in, on break and check-out.

V. **Salary Management**
This includes capabilities for calculations based on km/miles run, fixed pay, job type and additional incentives management.

VI. **Training**
Communicating to drivers about the new updates in the policies or changes in the process. Also, functionality of pushing quiz, webinars.

VII. **Support**
This includes the capabilities for raising support ticket, chat with customer support agents, FAQs and chatbots.

6. Cross Docking

Definition

Cut short order processing time with organized and efficient handling of shipment at the cross dock and ensure delivery ETAs are met.

Problem

Enabling that leg of logistics where products from supplier or manufacturing plants are distributed directly to customers/retail chains with marginal to no handling or storage time.

Impacted KPIs

- SLA
- Infrastructure cost

Cross Docking Sub Modules

I. **Inbound**
This app includes the capabilities for scanning bulk shipments and is capable of handling multi-part exceptions.

II. **Storage**
This app includes the capabilities of placing the inbound shipment to respective Storage bins or move directly to a staging area.

III. **Staging**
This app includes the capabilities of placing the outbound shipment to respective routes in staging area. It also includes the capabilities of integration with Ring scanners and Printing Carton/Bag/Pallet labels with Route name, QR codes and destination details.

IV. **Outbound**
This app includes the capabilities for scanning bulk shipments and is capable of handling multi-part exceptions.

V. **Inventory reconciliation**
This app includes the capabilities for performing reconciliation scan for a small depot or store with limited inventory and generate an inventory recon-report.

7. Long Haul

Definition

Optimize long haul movement of your logistics operations through real-time, IOT-driven visibility

Problem

Solving a real-world multi-commodity Long haul transportation problem. The problem features a heterogeneous fleet with capacity and compatibility constraints between commodities and trucks.

Impacted KPIs

- Incoming load visibility
- Loading/ Unloading performance
- Miles driver per day
- Capacity utilization

- SLA
- Profitability
- On-time delivery percentage
- Alerts: Off route, Halt, Overspeed

Long Haul Sub Modules

I. **Network setup**
This utility enables organizations in setting up a complex multi-nodal logistics network with different modes, costing strategy and preferences.

II. **Transporter allocation**
This utility identifies the best mode of transport and 3PL for a given load and expected ETA. This utility optimizes parameters like risk, cost and SLA's.

III. **Staging**
This app includes the capabilities of placing the outbound shipment to respective routes in staging area. It also includes the capabilities of integration with Ring scanners and Printing Carton/Bag/Pallet labels with Route name, QR codes and destination details.

IV. **Placement**
This utility helps in tracking the on-time placement of fleet as per the indent shared. This matrix helps in measuring the performance of different transporters. **Planned for AMJ, 2019**

V. **In transit visibility**
This utility provides incoming consignment visibility to warehouse/ depot managers via GPS/IOT integration. Additionally we also showcase a predictive ETA, calculated from historical performance of route. This utility also showcase route-wise and transporter-wiser performance with early-on time-delayed consignments. **Planned for AMJ, 2019**

8. Customer Experience

Definition

Keep your customers informed at every step and deliver a predictable, superior and consistent customer experience with proactive alerts & notifications.

Problem

Deliver interactive track & trace experience that retain, engage, and delight customers. Increase customer visibility and maximize convenience by offering the right choices.

Impacted KPIs

- NPS
- Perfect-order-index
- On Time delivery percentage

Customer Experience Sub Modules

I. **Multi-brand experience**
This utility enables the fleet owners to extend a multi-brand experience to end consumer there by making the 3PL virtually invisible.

II. **Intelligent Communication**
This interaction utility for customers is powered by intelligent bots. This enables the customer to share special delivery instructions, location or place a reschedule request which ties into the actual

workflow. **Planned for AMJ, 2019**

III. **Connect**
This utility helps the customers to get in touch with the drivers and respective customer support teams in a secured manner. VOIP as an additional plugin is also available for masking numbers.

IV. **NPS**
This utility enables fleet owners in gauzing the NPS feedback from customers for their service or on behalf of retail brands.

9. Control Towers

Definition

Get real-time, as-is status visibility that you can act upon such as pick-up ageing, route-wise performance etc. for all your deliveries on a single pane of glass. Ensure timely deliveries with actionable and timely alerts and notifications.

Problem

To give overall visibility of a multi-party, consumer-driven supply chain network to the customers and help them take better decisions.

Impacted KPIs

- Issue resolution time
- Perfect Order Index
- Safety incidents

Control Towers Sub Modules

I. **Operational Control Tower**
This utility helps in giving visibility of the overall operations and lets the company take action based on system recommendations (not always) to avoid any loss. This includes:
    - Real Time monitor: Visibility about the ongoing orders, trips, drivers on duty etc .
    - Trips listing page: All the trips listed with the real time updated status
    - All shipments page: Listing all the shipments with their updated status. **Planned for AMJ, 2019**

II. **Analytical Control Tower**
This utility provides insights on various KPIs like Productivity, Logistics Costs, Process, Quality, Timeliness and Capacity. **Planned for JAS, 2019**

III. **Notification & Alerts**
Alerting tool which pro-actively triggers notification related to drivers, shipments or trips. This tool also helps in proactive monitoring of safety incidents like over-speeding, unexpected halt, etc.

IV. **Driver Prediction**
This utility helps in assessing the need of fleet-size, over the period of next month. This planning tool takes into consideration various parameters like holidays, festivals, seasons, temperature etc. **Planned for OND, 2019**

10. Connectors

Definition

Plug and play seamlessly with your existing IT systems through pre-built connectors.

Problem

Eliminating repetitive data entry and putting the right information needed in front of the user to improve efficiency and customer service

Impacted KPIs

- Scope of business
- Communication speed

Connectors Sub Modules

I. **Library**
We provide a library of over 50+ connectors to various TMS, ERP and 3PL solutions. This also includes connectors for generating e-way bill, 3PL label generation, track & trace integrations, etc.
Planned for AMJ, 2019

II. **Custom**
While we are constantly growing our library of Connectors, we can also support ad-hoc connectors based on client needs.

11. Business Rule Engine

Definition

Modify or create new business rules through our drag-and-drop workflow engine at scale to constantly evolve your operations and meet the changing needs of today.

Problem

Long time to rollout delivery automation and high turnaround times to roll out process changes based on current KPIs and metrics to further improve delivery operations.

Impacted KPIs

- Reduced go live time
- Reduced turnaround time to push process changes
- Improved scalability of Operations

Business Rule engine sub-modules:

I. **Custom Rules**
Create new rules through our low-code platform to meet specific business requirements

II. **Custom KPI dashboards**
Create custom dashboards to monitor specific KPIs that are niche to your business

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