Database Management System Report on

SOCIAL IMPACT OF ONLINE COURIER MANAGEMENT SYSTEM

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An online Courier Management System(CMS) is a web or application based service, which satisfies the end-to-end needs of transportation organizations and handles and manages the courier services efficiently and smoothly. The courier management software allows users to book/deliver orders, handle scheduling, process client details, notify receivers of delivery status and times, track and monitor drivers and parcels on the GPS and helps them to oversee courier business with amazing functionalities. Regardless of whether the business is a small courier firm or a major courier company with various branches, this courier software/system suits every business perfectly.

The use of courier management software helps the business in many ways, such as Time Efficiency, Cost Effectiveness, Real-time Tracking, Minimum Paperwork, Enhanced Security, Ease of Warehouse Management, Smoother Supply Chain Management, Effective Fleet Management, Better Inventory Management, Improved User Experience, Improved and Automated Customer Service, Reduced Administrative Work, Optimized Dispatch, Pick-up and Transmission Process, Centralized Real-time Information(Database), Automated Bill Generation System, Self-service portals for customers and Business Expansion.

With the latest outbreak of coronavirus and the report by Technovia (a leading global technology research and advisory company), "Global courier management software market is expected to grow at a compound annual growth rate (CAGR) of almost 11% until 2021". The burden on courier services have increased. The top three emerging trends driving the global courier management software market according to them are rising demand for integrated courier management solutions, growing introduction of courier management mobile apps and rising cases of supply chain inefficiencies and need for transparency.

Lastly, the inception of the automation and real-time concept in this industry has opened a new set of opportunities for the businesses. It has encouraged them to look beyond their

premises and see what and how introducing new technologies into their business process can enhance their productivity and profitability. Because of such benefits, various entrepreneurs have already started consulting a reputed online courier management system/software development company to get familiar with trending statistics, cost to develop a courier management system/software, business and revenue model for their business to prefer, and determine how this facility will help them to excel and expand their business. Hence, this management system has an overall positive impact on society by helping them manage and organize their business related problems in a proper way and leaving a good embark to their business growth.