

DeliverEase Business Case

DATE	09/01/24
SUBMITTED BY	DeliverEase
TITLE / ROLE	The Tech Team



THE PROJECT

In bullet points, describe the problem this project aims to solve or the opportunity it aims to develop.

- A single warehouse creates a bottleneck in the delivery system
- The fleet of delivery vehicles is being poorly utilised
- As more employees are added it becomes harder to get an overview of availability and where everyone is working on a given day

THE HISTORY

In bullet points, describe the current situation.

- Fleet is poorly utilized
- All orders are sent from head office
- Vans all take the same route regardless of what parcel locations are
- Currently, if there's no room on a truck the package won't be delivered until the next time a truck is on that route.
- Employee/driver details are kept in paper records at head office & separate diaries are used to keep track of their leave, changes in route assignment etc.

LIMITATIONS

List what could prevent the success of the project, such as the need for expensive equipment, bad weather, lack of special training, etc.

- User Resistance to Adopt New Technology
- Internet Connectivity Issues when deploying/running
- API Accuracy
- Initial investment in establishing the regional hubs/distribution centers
- Coordination of operations across multiple locations

APPROACH

List what is needed to complete the project.

- Determine which regions need a facility, and where in the region it can best be placed
- How work loads will be efficiently allocated and how manager approval will be given
- Delivery driver availability and flexibility will need to be considered
- Updated inventory management system to support multiple sites
- Database drivers, managers, packages volume + weight, van dimensions

BENEFITS

In bullet points, list the benefits that this project will bring to the organization.

- Removal of a single point of failure in the distribution network
- Reduce delivery time for some customers
- Increase efficiency of delivery routes
- Improve communication between drivers and their managers
- Improve customer satisfaction
- Enhance operational resilience from reduced dependency on a single location

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