



**Reduced shipping lead time by 78% and loss by 25%** for a logistics software service provider

**COUNTRY**  
South Africa

**INDUSTRY**  
Manufacturing



About Client



Business Requirement



Our Solution



Tools & Technologies



Key Features



Business Outcome





## About Client

The client is a leader consisting 27 years of experience in implementing logistics and software solutions across Africa to fulfill the enterprise customer needs globally.



## Business Requirement

- A last-mile delivery software to alleviate the pressure of last-mile delivery for e-Commerce load providers and transporters
- The platform must enable seamless integration of e-Commerce platform with logistics, courier, and delivery solutions





## Our Solution

- Developed last-mile delivery platform
- Enabled integration of delivery notes between e-Commerce sites, transport or warehouse management solutions and ERPs
- Facility for a brick and mortar, eCommerce and courier firm to register using this platform and request for shipments to be delivered
- Through the platform, any company can offer pickup and delivery services of the requested shipments



## Tools & Technologies



## Key Features

- User registration & contract generation/acceptance
- Create shipment request & acceptance
- Allocation of drivers and vehicles
- Manage pickup & deliveries of shipments
- Trace & track the vehicles carrying shipments
- Currency conversion service
- Bill generation as per rates & shipments
- Dashboard for overall analysis







## Business Outcome



Decreased manual errors & improved efficiency



Reduced losses by **25%**



Enabled real-time updates to eliminate discrepancies



Optimized delivery routes and delivery transparency



Improved instant communication with clients



Accurate and real-time analytics of employees' performance



Simplified operational & financial process between the load provider and the owner driver



Uplifted productivity and scalability



Reduced shipping lead time by **78%**



Established in 2000, Cygnets Infotech works with clients across 35 countries and has a strong team of over 1000 employees. Cygnets Infotech's offerings range from IT Services, Technology Products, and Tax Technology solutions. Aligned with its vision of providing technology enabled business solutions, Cygnets Infotech delivers end-to-end solutions for clients' most pressing business needs.

Cygnets Infotech's Technology Services enables clients to accelerate growth and optimize business operations through, Product Engineering, Bespoke Solutions, IT Modernization, Automation, Implementation Services, Risk Mitigation Services, Information Security & Compliance Services, and IT Staff Augmentation.



Cygnets DES is a partner to clients in the competitive market space and deploys a consultative and customer-centric approach. Its solutions range from standalone bespoke development and managed services to building connected ecosystems across the enterprise and developing smart systems by leveraging emerging technologies like AI, Blockchain, and Hyperautomation.

 [inquiry@cygnetsinfotech.com](mailto:inquiry@cygnetsinfotech.com)

Copyright © 2023 Cygnets Infotech | [www.cygnetsinfotech.com](http://www.cygnetsinfotech.com)