EVALUESERVE
POWERED BY MIND+MACHINE

Eliminate bottlenecks in the delivery chain; a leading logistics player

Our client had a vision to commit to next-day B2C delivery for its retail home delivery business, to gain an edge in the market.

Their legacy delivery time was around 45 hours and there was no data point to validate that. Evalueserve was asked to look into the entire delivery chain from a data perspective and to recommend events/stages that required attention so that the client could achieve next day delivery.

Evalueserve developed a framework which could improve the client's parcel service of "Click to Deliver" for e- commerce clients so they could reach their 24-hour target.

When you're operating in the upper echelons of your industry, simply having logistics expertise isn't enough. You need to be able to leverage information, turning your wealth of knowledge into results for clients and a return for your business.

But unless you can do this in an efficient way, unlocking the value of information can turn into a costly time- sink. This leads to a catch-22 situation where profitability is hampered by the very resources that should be providing your competitive edge.

Working with our client, we introduced a mapped business process of transformation that put an end to just such a scenario. This is the story behind how we did it:

Consolidating the Logistics performance – Issue tree

When we started to look into the work of our client's logistics performance, it soon became apparent that failures in warehousing and transportation benchmarking were proving problematic. There was not enough coordination and data sharing, which led to different scales of errors in batching, packing, sorting and delivery.

But providing a solution required more than simply overhauling each team's practices. Every company is an ecosystem. You can't change one element without affecting the whole. So before we started recommending - let alone implementing we got to know their workings, the pain points arising from them and the means in which they might be transformed into

opportunities. And after an extensive study, we formulated a strategy to:

- Ensure full compliance through training on processes, tools and subject matter

- Improving the process updating and maintaining reference data

- Developing a process for regular enhancement of automatic daily

feed validation rules

- Formalizing best practice identification and sharing
- Identifying areas where the operations team need to reduce focus
- Identifying changes in event timings based on seasonality, customer, order size, and location, among other parameters
- Identifying resource planning changes based on various inputs

Connected thinking

The Evalueserve team mapped the business process from order to delivery into smaller steps, wherein each step could still be measured. The regular data-feeds from each of the steps were measured for several cycles. Each of the steps was then benchmarked with the expected performance for that step.

Thus, the "on-the-ground" bottlenecks that were causing the delays in the entire process were identified.

What was accomplished was a connected platform of relevant reports for decision-making that consolidated the view from warehouse to delivery including daily analysis at an e-retailer level, geographic segmentation for daily orders, seasonality view of all orders, deep dive at an order level and a forecast view based on historical data.

The client could then focus on improving the bottlenecks, rather than trying to improve the entire system.

We believe that, just because you have big ambitions, you shouldn't need to make big leaps to reach your objectives. And where structural change is involved, it's better to take a number of well-planned steps rather than attempt one big overhaul.

Making it happen

By using a framework of

- Newly defined data structure for efficient data storage and retrieval
- Interfaces for entering employee details, work load and timing
- Dashboards for employee activity, efficiency on a daily & weekly basis
- A forecasting tool built in for future workloads

Lead managers can now enter every detail needed in order to obtain the highest efficiency and plan ahead

The results

50% reduction in delivery time from warehouse to customers. All of this through an easy to use interface.

And we could do it for you too

Providing research, analytics, and data management services across a range of corporate and professional services firms in a variety of industries across the Americas, Asia-Pacific, and EMEA, our logistics offering is all about giving companies the tools they need to take their businesses further. We're powered by mind+machine – a unique combination of human expertise and best-in-class technologies that use smart algorithms to simplify key tasks. This approach enables us to design and manage processes that can generate and harness insights on a large scale, significantly cutting costs and timescales and helping businesses that partner with us to overtake the competition.

With deep knowledge across multiple industry verticals, we can offer comprehensive support for your operations team. And because we'll leave you with a range of productivity enhancement tools, you'll continue reaping the benefits long after our work with you has come to a close.

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