

Global Logistics Provider Optimizes & Scales White Glove Delivery

Profile

A leading global logistics provider with over a quarter million employees, servicing multiple lines of business for both freight and LTL, across multiple forms of transportation around the world.

Compelling Event

Growing demand for white glove and oversized delivery, driven primarily by eCommerce, presented a strategic opportunity for revenue growth. However, high-touch operations and weak customer and shipper experiences limited revenue success, and program scalability.



Goals

High cost of delivery is not scalable

- Consignee appointment self-scheduling via web or mobile
- Dispatch and routing, enabling shift from 12 to 2 hour delivery windows

Shipper and Consignee Experience

- Personalized and branded delivery updates, live tracking and customer feedback
- Real-time order updates for shippers from 12 to 2 hour delivery windows

Improve operational efficiency

- Reduced dock time for drivers by syncing dock and driver operations
- Reduced time-on-site with automated delivery flows in mobile driver app

Increase service availability

- Expanded delivery service availability through regional contract providers



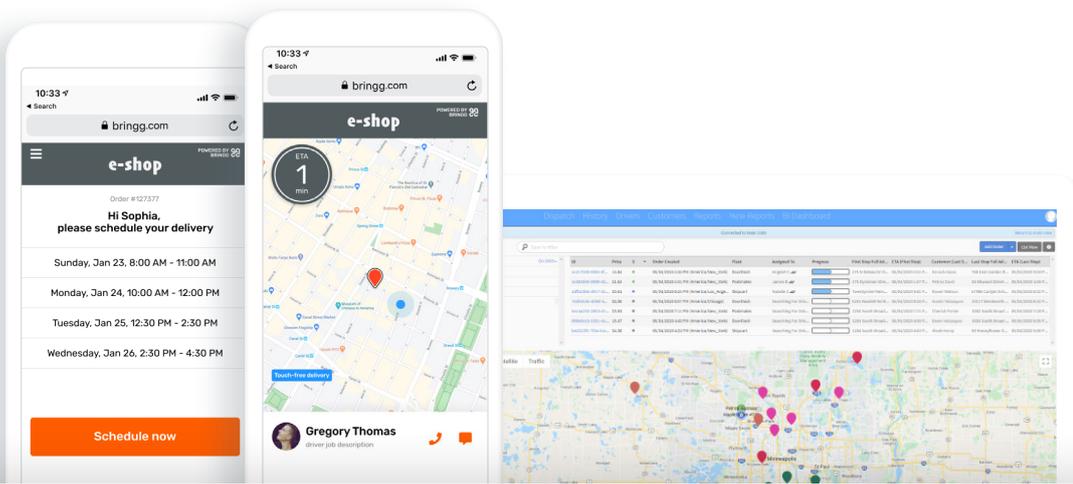
Key Challenges

- High cost of delivery is not scalable
- Weak customer and shipper experience, with limited visibility or service flexibility
- Manual processes and regional fleet limitations limited scalability

Upgrading to Bringg



The decision to move from in-house technology development to the Bringg SaaS platform was transformational. With Bringg's agile deployment and modular solutions, solutions were rapidly adapted to meet the logistics provider's requirements of scaled nationwide rollout just a few months after the project kickoff.



The Bringg Platform Value

Automating scheduling, dispatch and routing freed dispatchers to manage by exception, while also providing consignees with shorter, 2 hour delivery windows. Real-time order updates reduced customer service calls, and provided shippers the visibility they required. Within months revenues grew exponentially, with one of the leading US retail brands signing on for the new branded delivery service.



"The team delivered a breakthrough consumer experience and operational capabilities. The purchased software offered 80% of the requisite functionality that was quickly customized for our unique needs."

Senior Vice President, IT



5%
Reduction in
Cost to Serve

2 Hour
Delivery
Windows

98%
On-Time
Performance

4.8/5
Avg Customer
Ratings