DESCARTES™

Descartes Route Planner™ On-demand

Descartes Route Planner™ On-demand provides an easy and affordable way to plan, optimize, dispatch routes, track and monitor delivery fleets in real time. This on-demand logistics management solution combines sophisticated functionality with the simplicity of service delivery built to run on the Web. It optimizes both static routes and dynamic routes to maximize efficiency by taking into account geographic zones, time windows and other physical constraints when planning delivery fleets. It also provides dispatchers, managers and customer service representatives with a real time, global view of driver movement and delivery status across an entire enterprise. This robust solution helps drive operational efficiencies, ultimately cutting costs and improving customer service.

Just Execute

Descartes Route Planner On-demand is geared towards organizations that are looking for a robust solution to build, dispatch and track routes, sales people or merchandisers, and be deployed quickly without the need to maintain or support the technology.

Part of the Descartes Delivery Management™ Suite, Descartes Route Planner On-demand is based on an affordable subscription model and is available on a pay-as-you-go basis to reduce upfront costs and help meet your organization's need for logistics functionality.

A recognized innovator in delivery management, Descartes has offered market-proven routing and scheduling solutions for over 20 years. With extensive logistics expertise and a leadership tradition in wireless and messaging, Descartes has deployed advanced delivery applications at over 700 companies. Descartes has reduced delivery costs by up to 15% by developing efficient routes that are continually improved through benchmarking, optimization and field data analysis.

Route Planner On-demand is comprised of a number of full-featured Web-based modules that are distinct in their functionality and operate independently, yet work together seamlessly to create an end-to-end solution.

Potential Benefits

- Reduction in driver hours by comparing actual performance against engineered plan
- Accountability for a.m. and p.m., break and service times
- Increased stops per paid hour
- Reduced fuel consumption, miles driven
- Improved exception management and tracking of field inventory
- Improved service through real-time visibility
- Ability to benchmark driver performance in comparison to industry standards
- Confirmed customer time windows
- Reduced data entry costs
- Reduced customer service costs by empowering front line workers
- Geocoding functionality
- Static routes are assigned delivery times and mileage calculated
- Changes at dispatch can be incorporated in real time
- Visual mapping tools

Order Management

The first step is the automatic transfer of electronic client data into the Descartes solution via the Web. The data is uploaded as frequently as required, verified, then geocoded and prepared for use. Intelligent filters improve data integrity and solve problems such as bad addresses while flagging incomplete data for operators to correct.

Optimization & Routing

The sophisticated and powerful software geocodes addresses, while a constraint based engine sequences and optimizes delivery routes based on street level digital maps. The system calculates estimated times of arrival (E.T.A.s) and sequences stops based on constraints and economics. Routes are then reviewed and deployed to the fleet. Exceptions are incorporated and routes recalibrated in the event of changes, ensuring dynamic optimization, sequencing within a zone, and periodic zone rebalancing. This helps drive operational improvements that translate into real savings for your business and improve service by narrowing customer delivery windows.

Dispatch Management

Once data is geocoded and filtered dispatchers can build routes. Orders are first assigned estimated delivery times and mileage is calculated. They are then sequenced into an optimal route based on constraints and engineered labor standards. Visual mapping tools are available for the driver and enable dispatchers or customer service representatives to manage the status of routes. Changes such as cancellations, postponements, moves and more are all supported in the module. Changes are updated immediately followed by re-calculated E.T.A. and re-sequenced routes. Dispatchers can access and modify planned routes in real time, while drivers achieve visibility into all routes via a cell phone or other Web-enabled device.

Order Notification/Confirmations

Clients can automatically be notified of scheduled or adjusted delivery times via e-mail, Web site, SMS, or phone call. Clients can also view their specific E.T.A. or delivery window in real time via the Web, and cancel, accept or modify an order. This direct, customized, and automated interaction provides an affordable way to improve service levels.

Real-Time Tracking and Field Data Capture

Drivers are tracked using any wireless to web device including cell phones, handheld PDAs, GPS enabled phones, or customer field tracking units. A variety of data is captured in real time, including: mileage; productivity tracking; timecards; exception handling; onboard inventory; package tracking; temperature; and signatures. This eliminates the need to re-engineer existing processes and incur additional capital costs.

Customer Service

The customer service module provides fast and easy access to real-time delivery information. Real-time visibility into the delivery status of every order improves service by allowing for proactive issue resolution, managing customer expectations and ensuring delivery windows meet customer needs.

Business Analysis/Reports

The business intelligence module simplifies the decision making process by providing extensive reports on your delivery operations. Since all historical client data is archived on the Descartes solution, data can be manipulated, queries processed and reports analyzed on the fly to increase your organization's efficiencies and performance in relation to industry standards