DESCARTES™ Glympse®

Streamline Last-Mile Deliveries with
Real-Time Location Sharing Technology

Glympse, the pioneer of real-time, temporary sharing technology, solves the last-mile gap between companies and their customers. Its industry-leading platform leverages that technology, helping brands provide a customer-first experience by sharing last-mile delivery information. It's a fast and simple way to eliminate uncertainty and anxiety about when deliveries will arrive.

With Descartes mobile solutions using Glympse technology, you can share a driver's location in real-time and notify your customers of the estimated time of arrival. Customers receive proactive notifications containing a unique URL where the delivery route is displayed and updated with a live view of the driver on the way. It's more than a live map and ETA; it's a multi-step, highly engaging experience for your customers.

This capability is offered in Descartes' fully-integrated route planning solutions designed to improve an organization's critical order fulfillment process.

How Glympse Can Impact **Your Business**

Glympse provides a continuously updated, accurate ETA and live map view of deliveries on the way, removing last-mile uncertainty, raising customer satisfaction and lowering your costs. Glympse customers have:

Increased revenue by preventing customer cancellations and re-schedules.

Reported more than 20% fewer customer no-shows.

Deflected calls to lower-cost support channels like chat or IVR

Reduced "where's my delivery" customer service calls by 25%

Improved customer satisfaction, averaging a 4.6 out of 5-star rating on the delivery experience
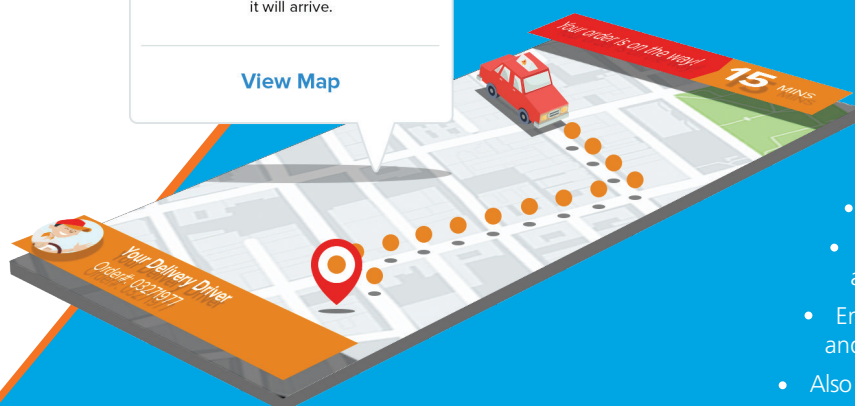
A Product **Snapshot**

The Glympse Journey is a branded, interactive and phase-driven live map web experience that uses modules to display task data as key delivery details to your customers. It provides real-time location and an ETA countdown during the last mile of delivery, plus collects feedback immediately following the delivery. The Glympse Journey is:

- Responsive to desktop and mobile browsers and embeddable in an iFrame
- Available in consumer-facing mobile applications via SDK or web view embed
- Flexible to your choice of mapping provider
- Configurable with choice of standard modules to build interactive journeys
- Customizable to include as many phases in the journey as you choose
- Complete with fully responsive, multi-channel notifications available for email, SMS or PUSH templates
- Enhanced with Glympse Console, a web application for viewing and searching Glympse data
- Also accessible via an IVR service that integrates easily with any modern IVR

Your order is on the way!
View a live map to see when it will arrive.

View Map

DESCARTES™ Uniting the People & Technology That Move the World.

Descartes, the global leader in providing on-demand, software-as-a-service solutions (SaaS), is focused on improving the productivity, performance and security of logistics-intensive businesses.

The Descartes Global Logistics Network™ (Descartes GLN™) is the world's premier logistics community connecting thousands of trading partners globally across all modes of transport. It provides network members the flexibility to easily connect and collaborate. As part of this community, our customers have access to Descartes' Routing, Mobile and Telematics suite, an integrated platform of technology solutions for managing delivery operations.

A Comprehensive Suite of Routing, Mobile and Telematics Solutions

Descartes' solutions suite supports the complete, closed-loop process associated with route planning, route execution, mobile and telematics for driver and vehicle performance. This single, integrated platform helps deliver a true command of operations by uniting critical fleet management processes including:

Optimized route planning and execution

Integrated mobile for planning, dispatch and delivery

Real-time appointment scheduling, new order assignment and exception management

Fleet-wide visibility with dynamic GPS-based map, schedule and asset views

Advanced telematics to improve safety and ensure compliance

Single, Integrated Platform:

Route Planning
Route Execution
Mobile
Telematics

Our Solutions Help Fleet Operators:

Maximize fleet and mobile resource utilization and efficiency to decrease costs, improve service, increase productivity, and reduce your fleet's environmental impact.

Unite planned with on-road and at-stop route activities, using the latest GPS technology to adjust and respond to day-to-day realities.

Interact with drivers and field personnel in real-time to monitor assets in the field for planned vs. actual performance.

Improve driver productivity with optimized route plans delivered efficiently to a broad range of mobile devices.

Provide real-time status updates and information on key indicators (capacity usage, stop analysis, customer time window violations, route profitability, etc.)

Better monitor and manage driver behavior (speeding, excessive idling, hard braking, etc.) and vehicles (operating hours, maintenance, engine temperature, etc.).

Contact us for more information or assistance:

Glympse®

Cami Zimmer,
Executive VP of Business Development
Cami@Glympse.com
1-952-239-9822
www.Glympse.com

DESCARTES™

www.descartes.com
info@descartes.com