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Next Generation Software Solutions for Retail

Home Delivery, Omni-channel Retailing, Inbound Logistics and Store Distribution

Descartes works with leading retailers throughout the globe to develop innovative solutions that help companies grow their top and bottom line, and not only improve customer service, but also make it a competitive differentiator.

Home delivery success is all about “profitable choice”. Descartes can help turn what has traditionally been a cost-focused activity into one that is a customer-facing competitive advantage.

- Differentiated customer service through flexible time-window choices for delivery
- Increased revenue through premium delivery services or time windows
- Reduced costs through steering consumers to optimal delivery times for retailer
- Improved execution through same day/next day scheduling, mobile-enabled proof of delivery and automated pre- and post-delivery notification services

Omni-channel Retailing success requires a uniform but differentiated delivery service across all selling channels and delivery modes. Descartes solutions can help create a powerful delivery “face” for retailers to leverage all of their delivery channels in a single, integrated approach.

- Improved customer service through real-time integration with point-of-sale systems, web storefront and call center solutions
- Increased flexibility and reduced costs through common carrier, small package and private/dedicated fleet delivery planning and optimization
- Improved delivery control through full transportation execution capabilities, including tendering, parcel manifesting, fleet routing, proof of delivery and freight auditing
- Streamlined transportation operations through carrier connectivity through the world’s largest global logistics network

Inbound Logistics success involves optimizing the flow of goods while reducing purchase order to dock or store door lead times. Descartes helps retailers gain visibility and control to streamline the flow of the goods locally or globally, whether the transportation is managed by the supplier, retailer or third-party logistics organization.

- Improved delivery reliability through end-to-end visibility and control from purchase order to dock or store door
- Reduced lead times through new multi-party processes that streamline traditional logistics operations
- More reliable and less costly import operations with global trade content and customs compliance solutions
- Improved logistics collaboration through carrier, logistics services provider, customs house broker and regulatory agency connectivity

Store Distribution success requires real-time visibility and collaboration between retailers and logistics services providers to move goods more efficiently from suppliers or distribution centers to the stores and react to changes in demand. Descartes solutions help retailers ensure they transport the right goods, to the right location, at the right time and for the lowest cost.

- Carton-level tracking to complement shipment-level tracking to help proactively manage inventory replenishment, reduce theft and claims, and streamline shipment payment
- Support for pool distribution, which helps retailers reduce cost and minimize store disruptions by eliminating unconsolidated direct shipments from suppliers and retailer distribution centers into stores
- Real-time, web-based visibility of the inbound and outbound supply chain from purchase order issue through to customer receipt
- Seamless, flexible and cost-effective reporting services to generate, file, manage and help streamline the claims process



HELPING RETAILERS BE MORE COMPETITIVE & PROFITABLE



HOME DELIVERY, OMNI-CHANNEL RETAILING, INBOUND LOGISTICS & STORE DISTRIBUTION



Descartes

In the age of Omni-channel, Descartes is helping leading retailers of all sizes across the globe use logistics to be more competitive and improve their bottom line.

From engaging customers during the buying process through streamlining the flow of goods from suppliers, Descartes’ innovative technology enables retailers to change the way they do business to make a measurable difference to customers and operational performance.

Whether the challenge is home delivery, omni-channel retailing, global/local inbound logistics or store distribution, Descartes can help retailers realize results quickly with solutions that have the flexibility to adapt as business changes.



Uniting the People & Technology that Move the World

Helping Retailers be
More Competitive
& Profitable

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