

Product Information

Descartes Automated Vehicle Locator™ (AVL)



Leveraging Fingertip Access to Serve Customers

Companies need up-to-date information to properly support customers. They must be able to respond to both inquiries about the status of pending deliveries and complaints about flawed past orders. They also must proactively manage potential future service issues. The former requires an ability to quickly query schedule repositories about order status. The latter must alert users without presenting so much schedule detail that it obscures vital information.

Descartes Automated Vehicle Locator (AVL) provides rapid notification of critical events affecting distribution. It offers truly real-time information on an ongoing basis, not simply visibility into arrivals at distribution centers or hubs, allowing proper service expectations to be maintained. It supports a Webbased view of delivery status to users not directly involved in managing transportation assets but still maintain a stake in the customer service implications.

Descartes AVL enables dispatchers to address issues before they affect customers. From order to delivery, Descartes enables streamlined, customer-focused decisions on routes and reservations.

A recognized innovator in delivery management solutions, 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' customers have enjoyed such benefits as a 10% to 20% increase in completed daily deliveries, a 10% drop in fuel consumption, and a 20% improvement in vehicle utilization.

Relevant Delivery Snapshots

Descartes AVL extends shipments status visibility across organizations.



Descartes AVL improves customer responsiveness through enhanced exception alerting functionality. It is a “pure visibility” solution, providing a customer-centric window into a firm’s transportation plans. It eliminates the need to track every aspect of the schedule and lets companies focus instead on the implication of service interruptions. A thin-client interface enables tailored access to information relevant to a user’s role without requiring interaction with full delivery plan details.

Summary

Potential Benefits

Descartes AVL helps:

- Establish links between users responsible for service and those managing fleet assets
- Extend tailored delivery status information for more responsive customer support
- Offer more up-to-date arrival and departure time estimates
- Provide earlier visibility into potential service issues for possible resolution

Features

Real-time Status. Extends visibility throughout the organization in an appropriate context for the user, whether customer service, transportation manager, or dispatcher. Uses integrated wireless and GPS (Global Positioning Systems), so feedback goes beyond distribution center log-ins to activity throughout the delivery cycle.

Escalating Alerts. Notifies exceptions outside user-specific tolerances. Provides decision support for customer interaction that is responsive to the specific incident. Feeds schedule change requests directly to dispatch agents to mitigate service issues.

Customers Queries. Enables users to pull schedule and delivery status information in response to customer requests. Questions and issues can then be addressed while the account is online. Provides access for customerfacing personnel without requiring sorting through operational details.

Closed-loop to Resolution. Rapidly integrates to both legacy and packaged solutions for a rapid return on investment. Links to Descartes Dispatch™ and Descartes Route Planner™ applications to address emerging service issues.