

Product Information

Descartes Automated Vehicle Locator™ (AVL) On-demand



Descartes Automated Vehicle Locator (AVL) On-demand provides an easy and affordable way to track and monitor delivery fleets in real-time. This software-as-a-service solutions for logistics combines sophisticated tracking and planning functionality with the simplicity of Web-based service to provide dispatchers, managers and support agents with a real-time view of driver movement and order status across an entire fleet of vehicles. This ultimately helps drive operational inefficiencies, cut costs and improve customer service.

Descartes AVL On-demand 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.

By combining the best software tools and a simple and affordable pay-per-delivery pricing model, Descartes AVL On-demand enables you to focus on your core business operations.

Potential Benefits of Real-time Visibility

Descartes AVL On-demand aims to reduce 5 to 7% of delivery costs by comparing performance against plan.

- Reduction in driver hours by comparing an actual performance to plan:
- Accountability for a.m. and p.m. time, break time, and service time
- Increased stops per paid hour
- Reduced estimated time of arrival (ETA)
- Improved field exception management and tracking of field inventory
- Improved service through real-time visibility
- Reduced data entry costs
- Reduced customer service costs by empowering the front line workers



Descartes AVL 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.

Order Management

The first step is the transfer of electronic client data into the Descartes platform via the Web. Data is automatically uploaded as frequently as required. The data is then verified, 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.

Dispatch Management

Once the data is geocoded and filtered the dispatcher is ready to build his/her routes. With the click of a button, orders are assigned estimated delivery times (ETA) and mileage is calculated. The orders are sequenced into an optimal route based on any constraints and against an engineered labor standard. Visual mapping tools are available to be printed for the driver or as a simple mechanism for the dispatcher or the customer service manager to manage the status of his/her routes.

The dispatch management functionality supports any changes including cancellations, postponements, moves and more. All changes are updated immediately, resulting in recalculated ETAs and re-sequenced routes. Dispatchers are empowered to access and modify planned routes in real-time, providing drivers with accurate visibility into all routes via a cell phone or other Web-enabled device.

Order Notification/Confirmations

End clients can automatically be notified of scheduled or adjusted delivery times via e-mail, Web site, phone call, or instant message. The interactive menu allows for end customers to cancel, accept or modify an order. This also allows an end customer to proactively access their specific ETA or delivery window in real-time via the web. This direct, customized, and automated interaction helps improve service levels with

Real-time Tracking

Vehicles are tracked using any wireless to web device including cell phones, handheld PDAs, GPS enabled phones or customer field tracking units. Any data can be captured in real-time, including: mileage; productivity tracking; timecards; maintenance; exception handling; onboard inventory; package tracking; temperature; and signature capture.

Customer Service

The customer service module provides your customer service representatives and end customers with fast and easy access to real-time information. This real-time visibility into the delivery status of every order improves service by allowing for proactive issue resolution, managing customer expectations and enabling the selection of delivery windows to meet customer needs.

Business Analysis/Reports

The business intelligence module provides you with detailed reports of your delivery operations. Since all historical client data is archived on the Descartes platform, data can be manipulated, queries processed on the fly and reports analyzed to increase your organization's efficiency and performance in relation to industry standards.