DESCARTES™

Descartes Transport Management System Infodis
Carrier Benchmark

Introduction

After the setup of a new carrier, messages will flow into Transport Management System Infodis. In the course of time changes will occur and more information becomes available. Therefore, it makes sense to benchmark your carriers. For example:

- Which carrier is often late with deliveries?
- Does the carrier meet its SLA?
- Do they provide attachments?
- Is pick-up reported?
- Which percentage of status messages are not received and from which carriers?

To a certain extent, customers are able to create reports themselves, but more important than creating these reports, companies should be exploring what causes a percentage that is below expectation. Descartes' Customer Support can provide specific information related to under-performing carriers on a regular basis. Best of all, we will provide you with detailed advice for a solution.

Process

- The first step is a kick-off with key users to determine the input for the creation of the reporting needed.
- In the next step, one or more reports are created by Professional Services.
- The report reveals which carriers perform best and which carriers need improvement.
- Based on this report Customer Services will analyze the data on a regular basis. This analysis will result into an advice/recommendation how to improve the performance of some carriers that are performing poorly.

Scope

The service includes:

- The kick-off needed to acquire all information needed.
- Initial setup to create the report(s).
- Determine performance scores of a number of carriers (number to be mutually agreed).
- Investigate the reasons for low performance, including but not limited to: "No status messages received", "Message received", but: incorrect file name | incorrect status code | incorrect content | message not processed.
- Creating a report that includes carrier performance data and customer recommendations/advice.
- Sending the report by e-mail to a predetermined key user.

Excluded of this service:

- Communication between Descartes and carriers or other third parties.
- In case the analysis of the data results in an advice to create changes to mappings and/or software, the actual change is not included in this service.

Pricing

For more information about pricing, please contact Descartes sales department.