

## Simplifying Supply Logistics

### Introduction



Whether your company is a wholesale grocery distributor supplying to supermarkets and convenience retail stores, or a self-distributing retail chain using your own distribution center(s), or manufacture and distribute beer, office products, bottled water, etc., your business needs real-time visibility into execution of routes and enable your fleet to manage the information exchange between the field and office.



Some of your key pain areas could be:

- No follow-up on incomplete routes
- Incomplete driver assignment to routes
- Partial download of routes
- After-the-event information of delayed deliveries
- Process deviations in load & delivery scanning, POD, stoppage
- Instant / Real-time Status of Route Completions
- Usage of Exception codes by the drivers – Reports

### HCL Value Proposition

- Experience in handling projects by providing real-time visibility in execution of routes
- In-depth experience in understanding every component of the Routing System Combination of business process and domain expertise
- Increase in driver productivity and efficiency by effective monitoring of complex route assignments, delivery schedules and backlogs
- Dedicated team for monitoring process deviations and reporting the same, increasing pick up and delivery accuracy
- Freight Audit Services

**Cost of Delivery Assurance can be as low as 5 cents per delivery and 'Improve Trip Metrics by 75%'**

### Business Benefits

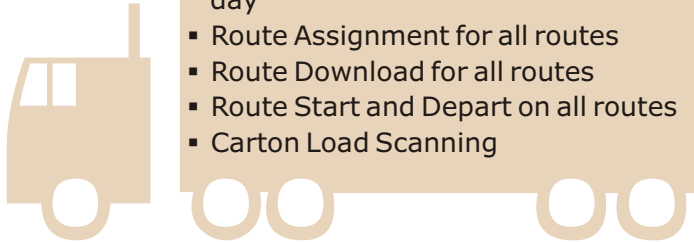
- No investment required for additional platform or tools as we work on your existing platform
- Missed Time Windows
- Driver Fraud Control
- Pre-emptive Customer Solution rather than reactive Problem Resolution

## HCL Service Offerings

HCL BPO's Logistics' Tracking Solution helps organizations to manage cost-efficient and on-time deliveries'

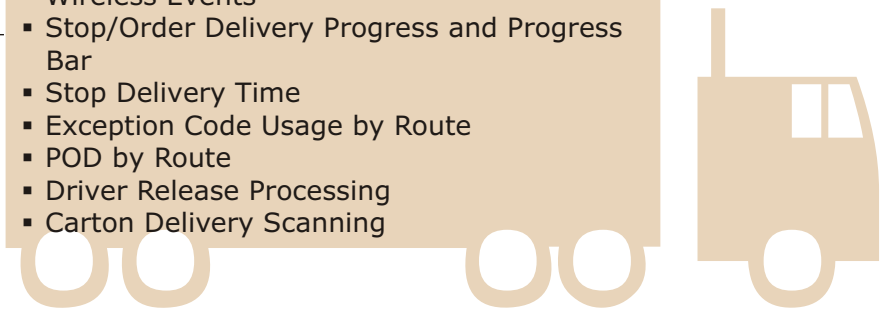
### Morning Route Dispatch Process

- Completed routes from previous day
- Route Assignment for all routes
- Route Download for all routes
- Route Start and Depart on all routes
- Carton Load Scanning



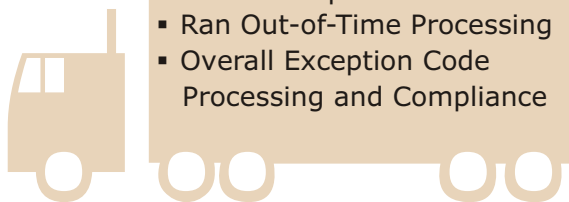
### Route Process Monitoring Process

- Route Wireless Connectivity and overall Server Contact Times
- Wireless Events
- Stop/Order Delivery Progress and Progress Bar
- Stop Delivery Time
- Exception Code Usage by Route
- POD by Route
- Driver Release Processing
- Carton Delivery Scanning

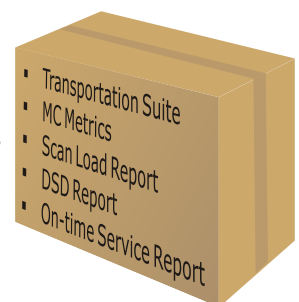


### Afternoon Route Completion / Check-In Process

- Route Completions
- Ran Out-of-Time Processing
- Overall Exception Code Processing and Compliance



### Reports & Tools



**The bottom line** Improved operational profitability and sustained customer satisfaction



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