Analytics enabled in transport visibility for last mile delivery

Business challenge

A surge in e-commerce growth is driving the need for a fundamental re-think of last mile delivery. Structural challenges mean that the current way of working is not sustainable for both shippers and those involved in logistics. Three main challenges:

1 **High costs** – LMD represents >50% of transport costs and as such is loss-making when considered as a stand-alone service offering

2 **Low customer satisfaction** – too often issues around poor communication, late arrival, difficult return process, and quality issues result in a lower brand loyalty

3 **High environment impact** – an increase of traffic congestion caused by fossil fuel delivery makes things worse for Planet Earth

The Atos LMD solution

Atos presents the Atos Last Mile Delivery solution, based upon Atos Market-Place platform partnered with Woop-IT and HERE Technologies. An end-to-end solution that ensures a strong foundation (e.g. in forecasting, inbound logistics, or inventory management) that underpins world-class Last Mile functionality in areas such as Click & Collect, 1-hour home delivery, or carbon neutral solutions.

The Atos solution focuses on the last mile for inner-city deliveries, where goods are shipped from a central warehouse to an inner-city hub by truck and subsequently by foot, bike, autonomous vehicle or drone to its final destination. Our Analytics Enabled In Transport Visibility solution provides real-time visibility order status enhanced by Atos patented multi-modal modelling arrival algorithm.

Marketing & Production

Inventory management

Warehouse to inner-city hub

Inner-city hub to final destination
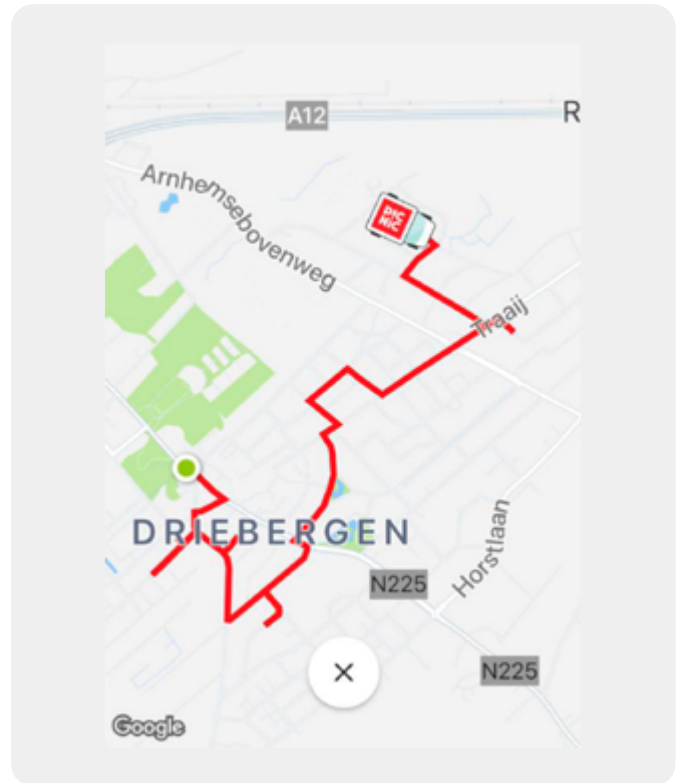
Atos

Business benefits

Analytics Enabled ITV allows organisations to improve their grip on logistical flows and create transparency for customers. Therefore, the basics are generated for operational efficiency, cost reduction and improved customer satisfaction.

For supply chain professionals:

1. Real-Time insights
2. Patented multi-modal modelling arrival algorithm
3. Self-learning algorithm for continuously better estimates

For customers:

1. Step by Step insights into order status
2. Visualisation of Real-Time status (location on map)
3. Increasingly accurate prediction of arrival time

Source: Map of online picnic retailer in the Netherlands

Interested to learn more? Contact **RTLMarketing@atos.net**

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