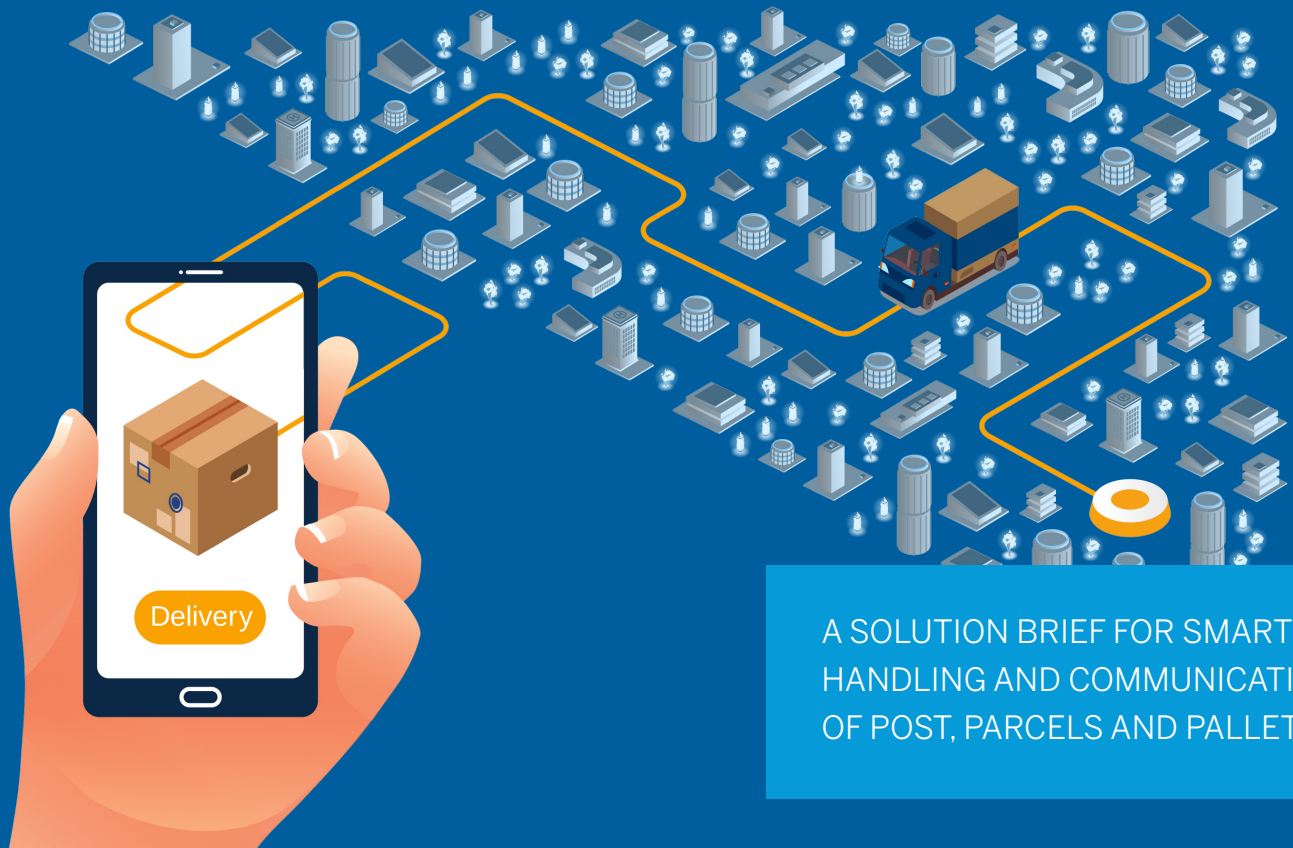


Customer interaction in logistics



A SOLUTION BRIEF FOR SMART
HANDLING AND COMMUNICATION
OF POST, PARCELS AND PALLETS

Providing a seamless way to interact with your recipients

- ▶ Helps you to keep your promises
- ▶ Communicate real time progress
- ▶ Retrieve detailed instructions
- ▶ Instantly manage change
- ▶ Reduce missed deliveries

KEY BENEFITS:

- ▶ Accurate ETA calculation
- ▶ Dynamic route optimisation
- ▶ Ability to send notifications and show real time visibility
- ▶ Enables for the receiver to communicate changes
- ▶ Simplified last minute changes of drivers, trucks and other instructions
- ▶ Rich communication tools from office to driver
- ▶ Geofencing to simplify event logging



Why customer interaction in logistics?

The logistics industry has moved from only being focused on efficiency to also include an increased focus on the customer. One reason is that we tend to live in a more real time work and rapid response is expected from customers.

The consequence for anyone working with logistics is that you must be able to faster respond to changes. Example, the driver may get his daily route very late. Before, his route would have been optimized during the night, and now the route may not be ready when he leaves his depot with updates during the day.

At the same time the demands are more challenging, customers are requiring more and more with regards to delivery precision and visibility as well as lower costs and lower impact on the environment. So consequently, the carrier faces a difficult mix of environmental, cost-based pressure and higher customer requirements.



What we need – communication!

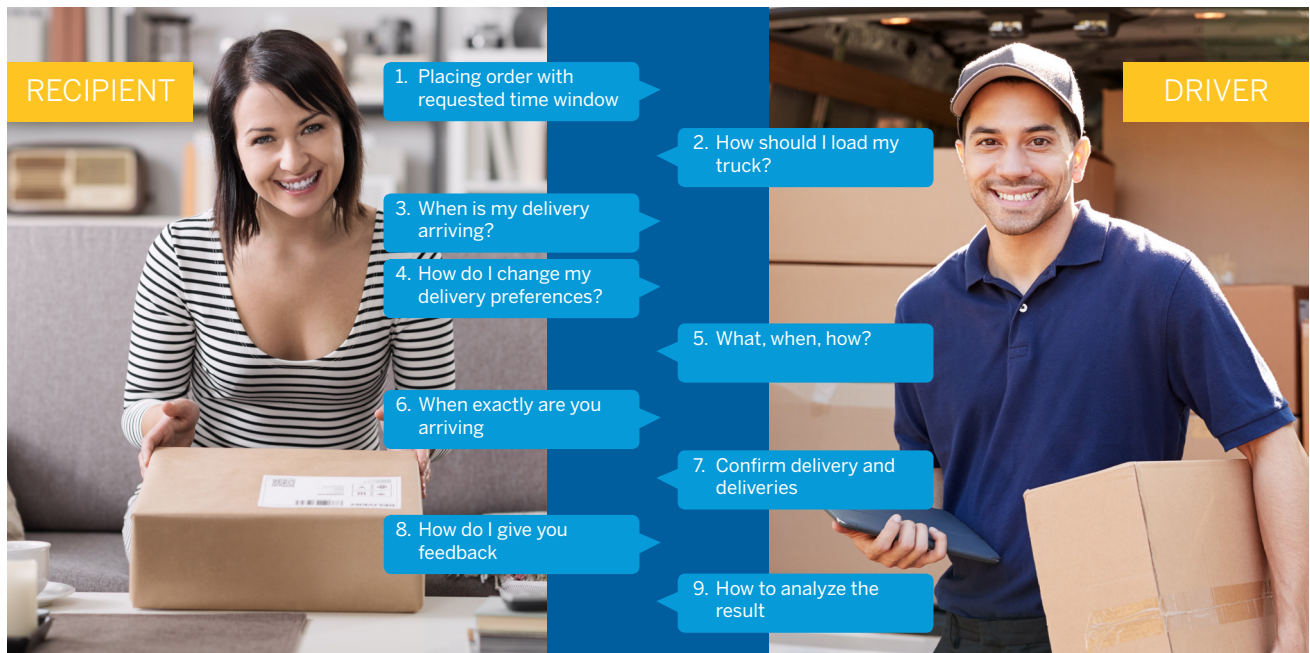
Very often it is about expectations and communication. Often it is not so difficult to solve the customer's needs, if we only know what they want. And the customer is often

compliant as they get clear and correct information. The challenge is more that the transition to a real-time world is happening fast, and it requires us to keep up.

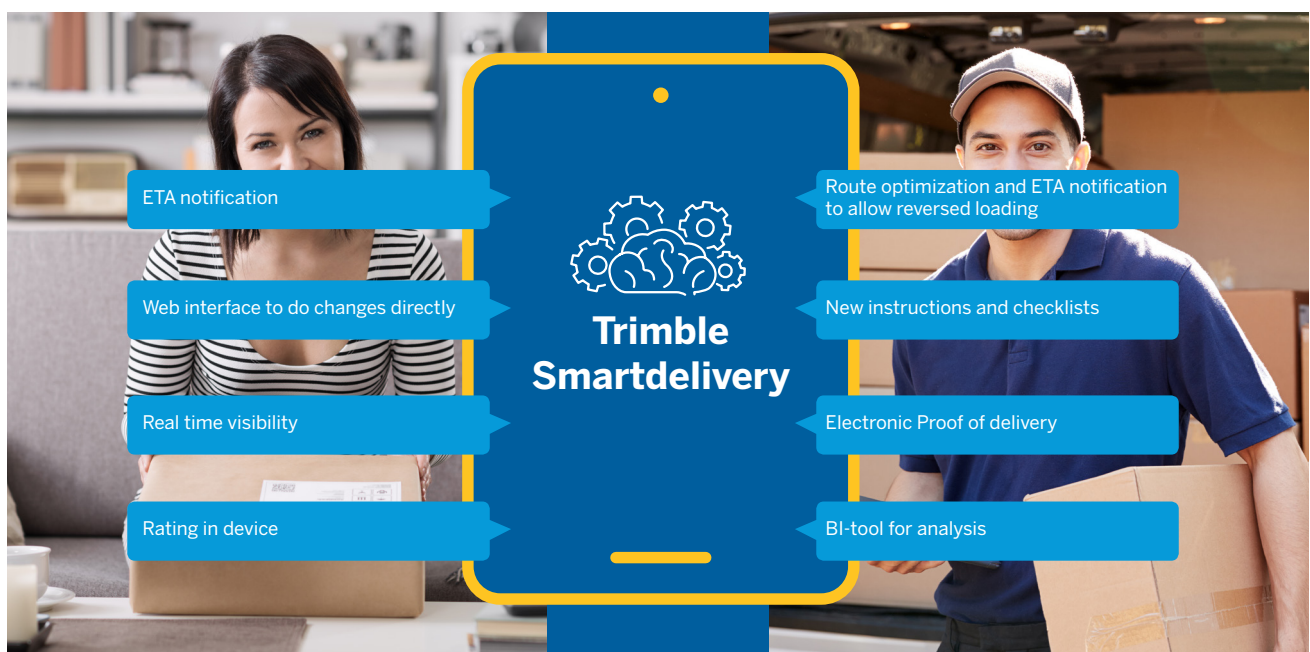


Let's look at one example

Through the delivery cycle, there are many situations where the recipients and driver needs to share information.

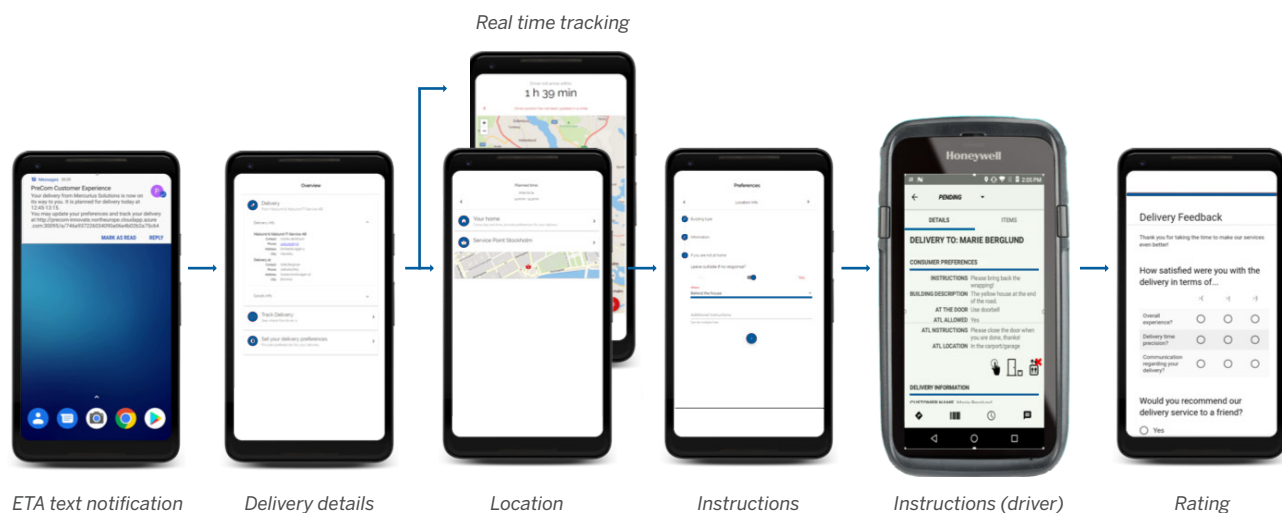


By leveraging on common data and information we can decouple the processes and be very efficient.



What do you need?

Key solution requirements for efficient customer interaction in logistics



► ETA calculation

A fundamental process is that we can calculate the accurate ETA, based on location, job type, time window, SLA and current traffic

► Dynamic route optimisation

With more and more dynamic changes during the day, it is essential that the driver can update his route on the go.

► Timely notifications and real time visibility

It is not enough for the driver to know about the current delivery plan, we need to easily share this information with the receiver to let them know we are on the way.

► Receiver changes

The receiver should be able to simply communicate changes regarding time, location or other special requirements. Maybe he needs to order new VAS (e.g. installation or carry in-house service) or redirect the delivery to the nearest service point.

► Driver accepting changes

The changes initiated by the receiver should automatically get incorporated in the drivers updated plan. For example, if a delivery is redirected to a service point, the stop on the route will disappear and a new stop (the service point will be created in the end of the route)

► Changing between drivers

A truck can break down and people fall ill at short notice. The driver should simply be able to transfer his assignment to a new driver or truck.

► Office access

The team leader, colleagues, customer service and warehouse staff also need to know about the delivery progress. Using current and historical data they can analyse and identify areas for improvement.

► Geofencing to simplify

Geofencing with proper rules is a powerful tool. Pickup of returns may be auto dispatched to a certain driver once he approaches a specific Service Point.

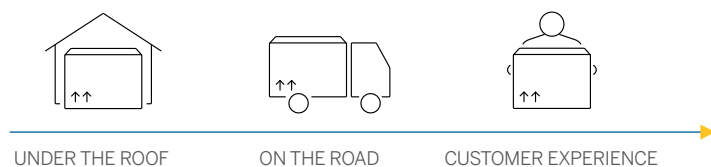


Trimble Smartdelivery

Advance your Delivery, Collection and Returns by leveraging purpose designed software

Boost your performance

Smartdelivery is our software for logistics companies of all sizes. It will allow your drivers and terminal workers to effectively manage the delivery, collection and return processes.



In the depot, sortation and scanning compliance allows each driver to leave on time to maximize road time. When being on-the-road, information and decision tools will ensure that first time delivery, collection and return rates are optimised. Smooth ETA communication in real time will ultimately drive customer satisfaction. Happy receivers will consequently mean better motivated drivers.

BENEFITS

- ▶ **Drive Business Intelligence**
Barcode scanning, Event data, GPS-position and other key data from the software will give you accurate and timely information
- ▶ **Improve 1st time delivery rates**
With transparent information and communication the driver will know if what is required
- ▶ **Create smiling customers**
As a receiver, I want to know when my package arrives. Timely ETA notifications will help
- ▶ **Empower your drivers**
Less hassle and more interesting assignments will keep your drivers motivated
- ▶ **Sharpen city deliveries**
Sustainability and volume management is key to managing the crowded urban logistics





Why Trimble Smartdelivery?

► Out of the box

Short time to market, with pre-configured logistics workflows and functionality, based on industry best practice.

► Designed to fit

An extensive and configurable platform, enabling a close fit to existing processes and swift deployment for new concepts.

► Field proven

A global experience, with more than 170,000 active users, spread across a secure infrastructure, reducing the risk.

► Easy integration

Extensive and intuitive integration options, including pre-built integrations to existing partner software and services.

► Intuitive user experience

A mature and refined mobile user experience, which has evolved to ensure reduced training times for all users.

► Scalable

Supporting your business growth through powerful software add-on capabilities, and a vast partner network for hardware.

Customer interaction in logistics

Powerful add-on modules:

Navigation – Turn-by-turn truck navigation, ETA calculation and route optimisation

Customer interaction – Notification to recipients, interaction and driver instructions

Advanced route optimisation – Ability for the dispatcher or route planner to assign stops to routes, making operations as efficient as possible

Reporting and dashboards – Business analytics to understand and measure organisational KPIs, such as unsuccessful deliveries, route statistics and more

Key features



Enterprise class

Scalable, compatible, robust and secure



Purpose-built

Designed for optimising logistics businesses



Configurable

Configure work steps, business rules and dynamic forms



Extendable

Seamlessly incorporate third-party applications, maps, sensors and more ...



Visit smartdelivery.trimble.com for more information

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