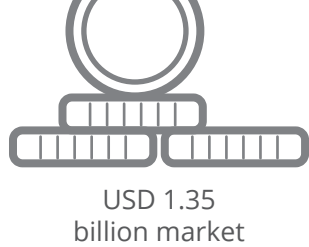




Improving Last-Mile

E-Commerce Deliveries with Workforce and Asset Tracking



USD 1.35 billion market



36% - 5 years' CAGR

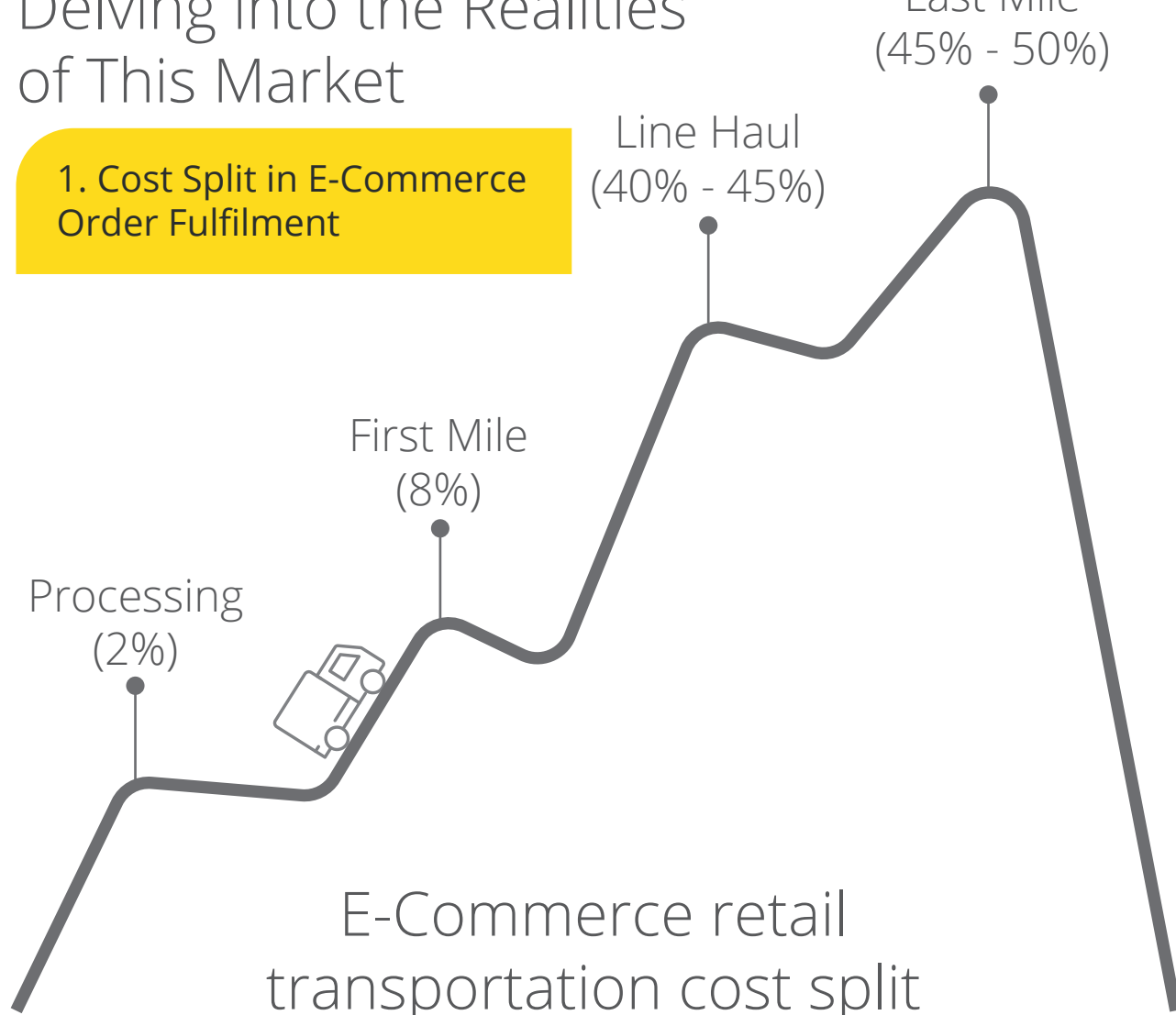


19 lakh shipments/day

Overview of E-Commerce Retail Logistics in India - 2018

Delving into the Realities of This Market

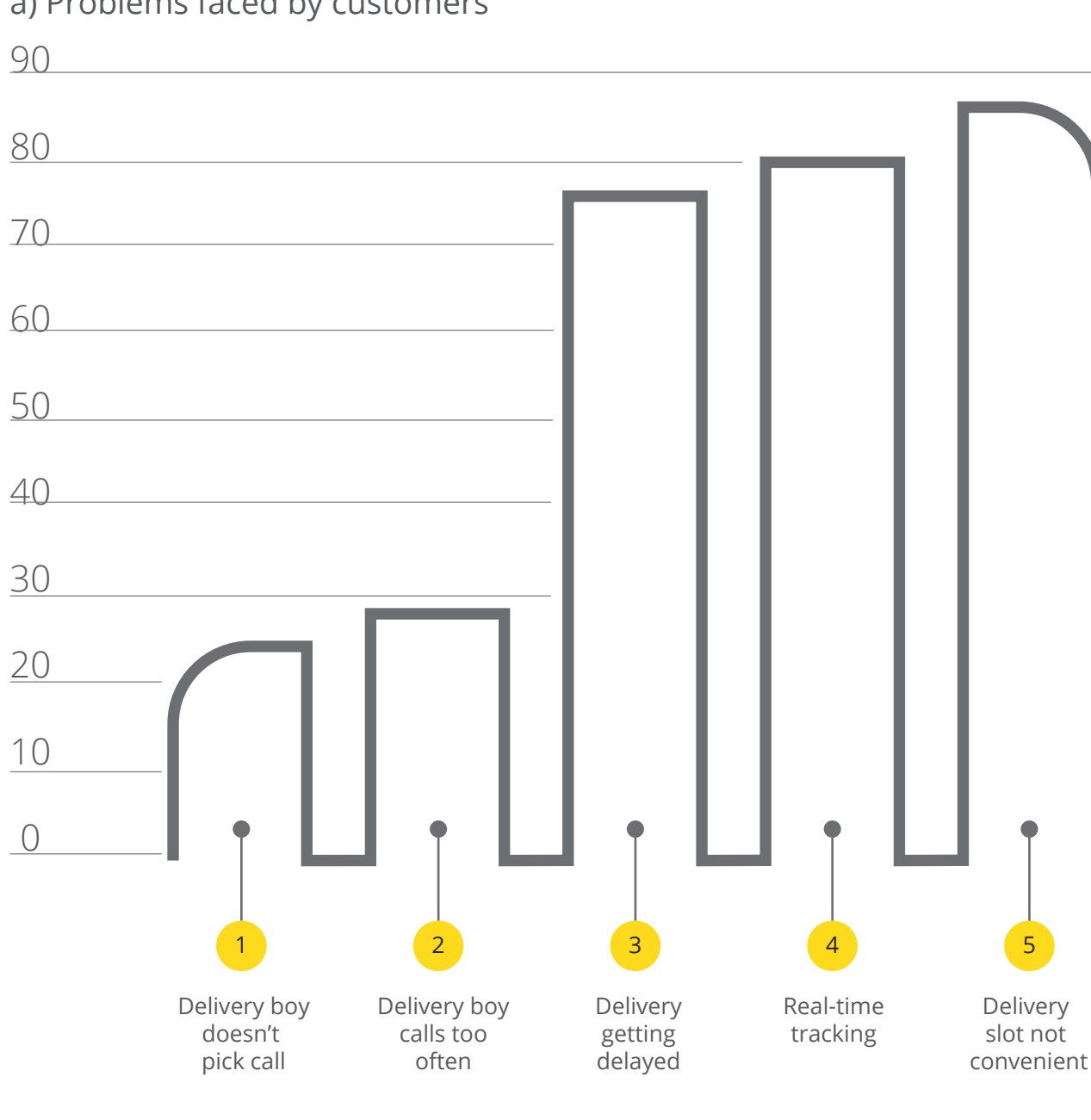
1. Cost Split in E-Commerce Order Fulfilment



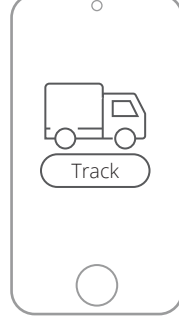
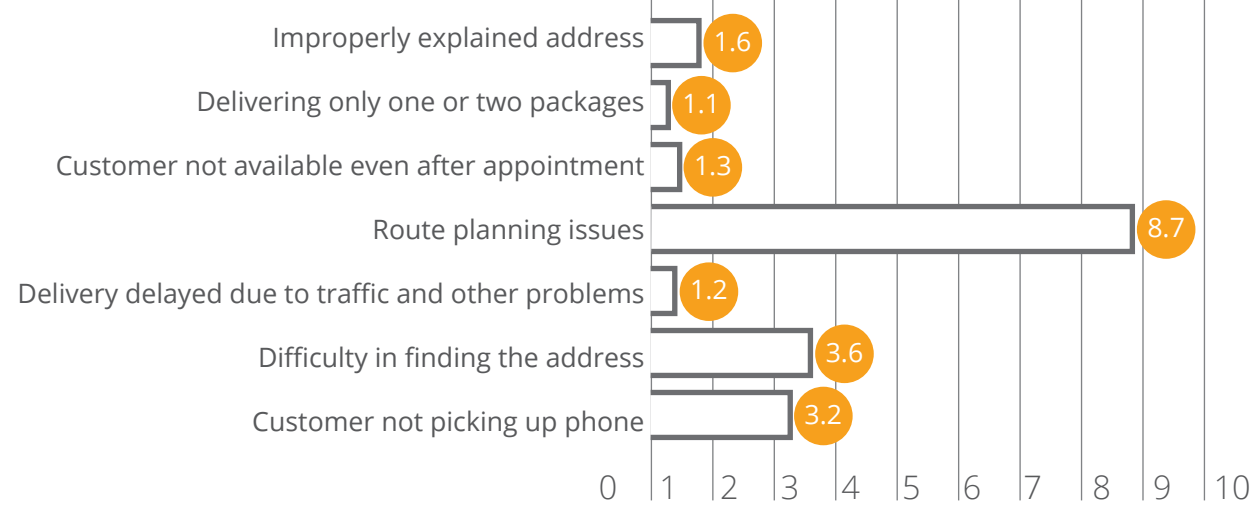
2. The Last Mile Delivery Challenges

Survey piloted by Mahindra Logistics reveals last-mile delivery concerns quoted by customers and logistics service providers (LSPs):

a) Problems faced by customers



b) Problems faced by LSPs



The Solutions in Technology Innovations



The Internet of Things (IoT) enables a faster and real-time flow of information in supply chains. It helps connect devices such as loading/unloading equipment, workers' smartphones, vehicles, and back-office computing systems.

Workforce Tracking and Asset Tracking are essential IoT tools that help in improving last-mile delivery experiences for both customers and LSPs.

IoT-based Workforce Tracking

IoT-based Asset Tracking



Tracks staff whereabouts

1



Tracks location and condition of parcels in transit

2



Manages location-based routes



Facilitates better communication – via SMS/E-mails/calls – on exact delivery time for customers

3



Facilitates workload distribution



Eliminates hassles of contacting delivery executives

4



Enhances accountability and productivity



Improves customer experience

With their mutual benefits, the combination of these tools also helps in reducing last-mile delivery costs.

