WebXpress Ecommerce solution for a leading Delivery Service Provider (DSP)

WebXpress client

India's leading specialist Delivery Service Provider (DSP)

Business needs

A single integrated system to manage the complete cycle of ecommerce delivery

Solution

- *LogiKart* - WebXpress Ecommerce Solution

Results

- Lead-time reduction in the entire delivery cycle
- Real-time order tracking at all operational levels
- Great reduction in the number of order mishandling

Background

The drastic boom of the Ecommerce industry has gained momentum in last few years and has set forth the need of ecommerce logistics delivery companies in India.

From warehousing to last-mile delivery to even returns of products, the entire operations are managed behind the scenes by the ecommerce logistics partners.

The battleground is no longer restricted to the metropolitans. Customers of even the remotest locations possible are demanding the same quality and timeliness of service. So, in an effort to be in the race, logistics partners are adopting advanced technologies in order to capture and exploit detailed data of each step of the chain.

The only way they can achieve a high degree of precision and agility is by implementing an ERP to simplify logistics for the e-commerce world.

Challenges

For such a widespread organization, the constant challenge was in meeting pickup and delivery timelines, especially with respect to huge quantity and frequency of transactions.

Secondly, there was the lack of an efficient system that can provide consignment tracking to LSPs as well as the end customers, which often resulted in delayed shipments.

Additionally, the ever-increasing volume of ecommerce transactions across geographies leads to mishandling of consignments resulting into misrouting, damage and pilferage.

Also, the DSP is currently serving thousands of pin-codes, thereby facing difficulties in sorting orders based on zones.

Finally, managing cash on delivery and remittance of the same to the respective ecommerce company adds to the trouble of this DSP.

How WebXpress Helped Set Things Right

In order to achieve visibility of shipments and real time flow of information, the customer implemented WebXpress e-Commerce solution *LogiKart* with following features:

- **Order Management.** WebXpress provided direct web service integration so as to reduce the manual work of uploading large amount of data and validates each order based on pre-defined parameters.

- **Pincode based delivery:** LogiKart has a provision for sorting consignments based on serviceable pin codes so as to ease the process of door delivery.

- **Real-time pickup details.** LogiKart Enables scan based pickup, which provides control over inventory from vendor to logistic company. Such count based scanning fastens the pickup operation and ultimately results in enhanced transparency for all stakeholders.

- **Route Planning & Scheduling:** System helps to arrange daily and weekly delivery schedules based on location of end customers. Moreover, it suggests the optimal route for last mile so as to have maximum deliveries in minimum time in the most economical way.

- **Two-way Tracking:** LogiKart System separately gives event based alerts in the form of SMS as well as emails for operational and customer level tracking.

- **Inventory Management:** Validation of each consignment at every step helps identify any kind of misrouting, damage and pilferage and plan for preventive measure well in advance.

- **COD and Remittance Management:** The delivery agents can take proof of delivery in the form of digital signature and collect cash on delivery through WebXpress mobility applications. Moreover, the collected cash gets reconciled and remitted to the ecommerce company through WebXpress module.

- **Profitability Reporting:** Customers can track, trace and generate advanced logistics reports so that timely decisions can be made and corresponding actions taken.

- **Highly Scalable:** System is built on Microsoft Azure, thereby inheriting all its functionality and reliability.

About WebXpress

WebXpress is transforming the E-commerce and Logistics world since 2004 by constantly providing breakthrough software solutions. It combines Cloud, Mobile and Analytics to offer Real Time Intelligence to over 60 companies and 10,000 plus users every day. With deployments in SE Asia, Middle East and Africa, WebXpress is emerging a truly global force in logistics technology solutions.

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