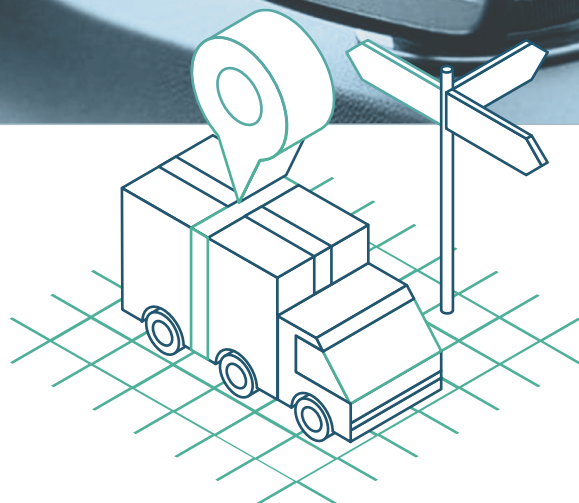


Indonesia's leading provider in same-day delivery service increases fleet efficiency by 75%



Quincus products helped to automate and optimize routes, enabling them to increase their customer satisfaction and deliver more reliably.



Background

Indonesia has consistently ranked one of the lowest in its region in terms of logistics performance index; addresses are often inaccurate, traffic is slow, and the lack of infrastructures prevent easy access to many areas.

On top of these difficulties, meeting tight pickup and delivery slots is especially crucial for our customer to remain competitive as a same-day service provider.

The problem

Meeting pickup and delivery windows:

Most of our customer's routing was still done manually—and it is closely dependent on their drivers' knowledge of the area.

With this method, they are unable to consider other factors, such as traffic, weather, and different types of hubs, when deciding on their routes. Additionally, routes were also allocated manually to their drivers.

Address accuracy:

Our customer's dispatchers rely on Google Maps to locate their address. However, this often gives them inaccurate information. As a result, their dispatchers dedicate a large amount of time contacting their customers directly for directions.

The solution

Our customer deployed our optimization technology, **LogisticsEngine**. We configured **LogisticsEngine** based on their areas of concern. Some examples are:

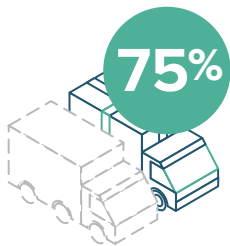
Circumstances	Parameters
Provide reliable pickup and delivery service	Pickup and delivery window period
Delivery types: <ul style="list-style-type: none">▶ storage area to customer▶ customer to customer▶ customer to storage area	Different hubs
Managing dispatchers	Dispatcher schedule

In addition to these, **LogisticsEngine** can factor in approximately 50 more parameters.

We also worked on improving address accuracy with our geocoding technology, **GeoEngine**. **GeoEngine** reads, corrects, and generates reliable addresses to reduce the time taken to find the right locations.

Results

LogisticsEngine:



reduction in total fleet engaged

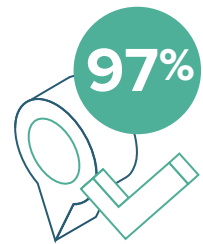


increase in stops made per hour



reduction in hours on road

GeoEngine:



improvement in geocoding accuracy

With Quincus, our customer reduces delivery time and is able to offer reliable delivery and pickup services.



Is your route optimization process still done manually? Are you looking to provide reliable services and keep your operations competitive?

Book a demo [<https://www.quincus.com/book-a-demo/>] and configure your solutions with us today!