



## Leading Vietnam same-day delivery service **boosts fleet productivity by 63%**

*Quincus products helped optimize fleet management, creating a more efficient dispatch operation that delivered **63% more delivery activity** with **37% less manpower**.*

### Background

Despite growing e-commerce momentum over the past two decades, Vietnam continues to present significant challenges to effective last-mile delivery. Underdeveloped infrastructure is a particular problem, with **only 20% of Vietnam's roads paved and 40% in extremely poor condition**.<sup>\*</sup> This creates traffic bottlenecks that increase costs and difficulty for delivery providers.

To maintain their stellar 6-hour delivery times and near-perfect pickup/delivery success rates in this environment, our customer turned to Quincus.

### The problem

Our customer was reliant on manual dispatch management processes that resulted in unnecessarily high working hours and inefficient fleet utilization. As their delivery fleet comprised only motorcycles for swift navigation in areas of congested traffic, cargo space per rider was also limited.

They needed a solution that could tackle these issues by optimizing routing and improving the number of daily activities per rider.

## The solution

Using our **LogisticsEngine** and **Dispatch Management** modules, our customer gained the ability to ensure orders were routed to the delivery riders best placed to fulfill them. This was accomplished through automated matching of pickup and delivery time windows with individual orders' service level (same-day delivery, next-day delivery, or pickup only). As a result, our customer was also able to maximize fleet utilization by having riders perform multiple round trips to and from the hub in a given time window—a crucial advantage given the limited cargo space on motorcycles.

Our **GeoEngine** geocoding technology further sped up our customer's delivery operations by verifying and correcting addresses ahead of dispatch, ensuring the location used to optimize the route was as accurate as possible.

## Results



37%

**REDUCTION IN RESOURCES  
REQUIRED**



63%

**INCREASE IN DAILY  
DELIVERY ACTIVITIES**

With Quincus, our customer maintains their competitive edge through first-rate delivery services while doing more with less.



**IS YOUR DISPATCH FLEET STILL HELD BACK BY  
MANUAL MANAGEMENT?**

Book a demo [<https://www.quincus.com/book-a-demo/>]  
and configure the ideal solution for your delivery  
operation today!