

## Product Information

# Descartes Dispatch™



## Delivering the Goods

Customers have never expected more—tighter shipping windows and real-time order status. But companies must manage “last mile” delivery costs, adapting as the situation changes. Real-world execution means balancing service requirements with operational dynamics, responding to revised orders and requests, altered traffic conditions, vehicle breakdowns and weather delays. Competitive advantage can be derived from tighter communication between call centers and field personnel. Dispatchers and customer service representatives alike turn to Descartes to delight customers and ensure optimal use of transportation assets.

Descartes Dispatch coordinates drivers, dispatchers and call centers for operational improvements and customer responsiveness. A Web-based application, it facilitates assigning new orders, managing exceptions along with suggesting recommendations for action and communicating with drivers. Leveraging integrated wireless devices, it enhances real-time communication with drivers to improve customer service. Part of the Descartes Routing, Mobile & Telematics Suite, an end-to-end enterprise solution for routing and scheduling, Descartes Dispatch features precise location identification, digital mapping for accurate last-minute routing, and a schedule repository. From order to delivery, Descartes enables streamlined, customer-focused decisions on routes and reservations.

A recognized innovator in delivery management, Descartes has offered market-proven routing and scheduling solutions for over 20 years. With extensive logistics expertise and a leadership tradition in wireless and messaging, Descartes has deployed advanced delivery applications at over 700 companies.

Descartes Dispatch facilitates the assignment and execution of same day pick-ups and deliveries. Providing visibility for customer service, real-time fleet visibility and shipment status updates enables operations to keep pace with today’s customer delivery cycle.

## Do More with Less

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Descartes Dispatch uses intelligent route re-sequencing to help companies reduce truck requirements and dispatch workload.

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“With Descartes we are able to provide more accurate, real-time information to our customers to keep their confidence in our services. More informed customers are more satisfied customers.”

Joanne Cochrane,  
Project Manager, Epic Express

## Summary

### Benefits

#### Descartes Dispatch helps:

- Operators of private fleets maximize productivity of inbound and outbound shipments
- Improve operating performance by:
  - Coordinating users in a centrally maintained server
  - Decreasing labor hours while increasing driver productivity
  - Enhancing fleet capacity utilization
  - Increasing the driver to dispatcher ratio
  - Minimizing distance traveled, stop duration, and fuel usage
- Enhance customer service and retention by:
  - Improving on-time performance
  - Offering more accurate arrival and departure times
  - Providing tighter delivery window promises

### Features

**Adaptive Route Planning.** Evaluates real-time transport status and its associated schedule impact on all stops. Minimizes service issues through alerts, triggering customer-centric action before a failure occurs. Allows new orders to be slotted within existing schedules, making efficient same-day service a reality.

**Integrated Wireless.** Enables active two-way connectivity between dispatch and drivers or passive one-way monitoring. Improves fleet utilization and customer satisfaction with more accurate delivery and pick-up times. Supports multiple wireless networks and hand-held devices.

**Fleet-wide Visibility.** Displays real-time information on driver locations, capacity usage, and in-the-moment insights into changing schedules. Features user-driven filters that can focus on key territories, customers or shipments, or problem areas.

**Distributed Architecture.** Supports multi-site, multi-user scenarios. Facilitates real-time collaboration and decision support so transportation assets can be shared across territorial and functional boundaries. Simplifies integration and maintenance.

**Geographic Intelligence (option).** Employs an extensive digital road network to support street-level optimization and turn-by-turn directions. Provides more accurate drive time calculations than traditional point-to-point estimates. Considers weather and traffic-related conditions.