

EB00K

# Drive value from first to final mile

Unlock cost savings and  
service efficiency with  
last-mile optimization

As competition intensifies in modern logistics and customer expectations rise, mastering the journey from “first to final mile” becomes a decisive factor for success.

At the heart of this discourse, Infios offers transformative solutions, each enhancing efficiency and profitability. Features from real-time updates to advanced route planning revolutionize delivery, giving businesses a distinct advantage.

This ebook deeply examines the logistics industry’s market trends and challenges, Infios’s solution benefits and ROI, use cases and the path forward. The information inside equips you with the comprehensive understanding required to optimize your “first to final mile” operations.

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# Market trends and challenges

The logistics industry faces a complex blend of challenges and opportunities amid global disruption. Your ability to earn recurring revenue and grow your business depends on an informed response to ever-changing market dynamics and unrelenting customer expectations. Let's take a closer look.





## Ever-changing market dynamics

The logistics sector faces multiple changing dynamics, significantly reshaped by external factors. Key challenges include:



### **Evolving consumer expectations**

In the post-pandemic era, consumer demands for faster, superior services have elevated, despite cost pressures.



### **Rising operating costs**

Price inflation and higher fuel costs impact the bottom line.



### **Sustainability focus**

Increased attention to sustainable practices presents a compelling challenge, both by choice and mandate.



### **“The great resignation” and driver shortages**

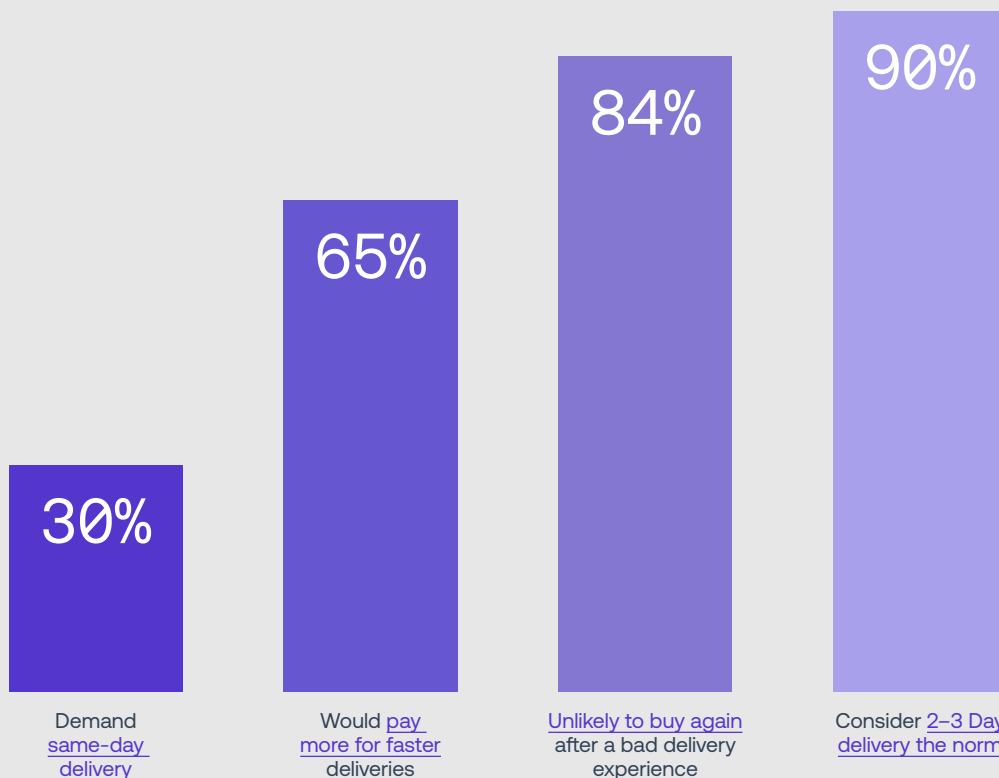
Organizations grapple with severe labor shortages yet higher workloads.

## Unrelenting customer expectations define last mile delivery

Consumers today place a premium on swift, precise and dependable deliveries, significantly shaping brand perception.

The last-mile delivery, therefore, carries tremendous significance, impacting customer satisfaction immensely. Critical aspects include the high costs ([representing 53% of total shipping costs](#)), potential delays and the pressure of providing same-day delivery.

### Consumers set a high bar



# Infios solution overview

Infios, a premier supply chain and logistics force, provides advanced solutions to manage disruptions and enrich operations from the first to the final mile.



## Making the first, middle and final mile count

Infios's approach is comprehensive, covering every stage of the delivery process: the first, middle and final mile. Dynamic rerouting capabilities ensure that delivery routes adapt to changes in real time. Location data, paired with appointment scheduling functionality, promotes seamless operations. Moreover, innovative methods, like drone delivery, white-glove service and mobile driver communication, revolutionize the handling of deliveries.

## How Infios helps manage disruption and deliver value

Infios's solutions come equipped with multiple components to manage disruption. Electronic document handling improves data accuracy and efficiency, while real-time mobile communication facilitates rapid problem-solving on the road. From dynamic rerouting capabilities to innovative drone delivery solutions, these solutions help you navigate and overcome modern logistics challenges so you can deliver unparalleled value to your customers.

## Boosting personal productivity and company profitability with Infios

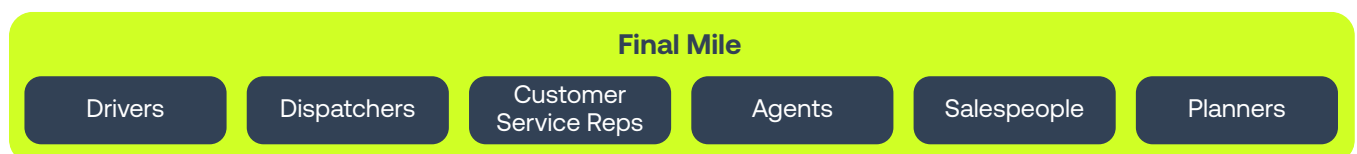
Infios's solutions optimize logistics processes and augment personnel productivity, fueling overall profitability. These solutions foster a collaborative and efficient operational environment by empowering a wide range of supply chain participants. Benefits are realized through an innovative mix of dispatch automation, real-time status updates, feedback loop and seamless integration of signatures and documentation. This simplifies the workload and aligns your team toward a single, cohesive goal.

## Connecting relationships to deliver excellence with Infios

Infios's final mile platform fosters connectivity and enhances stakeholder relationships, resulting in delivery excellence. The platform integrates diverse modules, including interchange for order and route management, auto-dispatch optimization and a real-time tracking mobile module. A user-friendly service desk enhances communication, while robust analytics provide actionable insights. Collectively, these features create an ecosystem that seamlessly manages all elements of the delivery process.

## Empower supply chain players

Infios's final mile solutions provide support across your organization.





# Benefits and ROI

An independent analysis reveals Infios's Smart Transportation platform can achieve over 300% ROI within five years. These solutions specifically address numerous vital demands for the final mile, such as regulating freight costs, simplifying administrative processes and uncovering new revenue opportunities.





## Controlling costs and optimizing value

Infios's vehicle routing and scheduling solution steers cost control and amplifies optimization from the first to the final mile. It offers quantifiable benefits from real-time ETAs, dynamic rerouting and multimodal shipment visibility. Furthermore, Infios's final mile technology satisfies delivery expectations, simultaneously controlling costs and optimizing resources throughout the delivery process.

## Efficiency through TMS and final mile

By managing final mile services in the Infios transportation management system (TMS), your business can achieve peak productivity through route, schedule and asset optimization. Infios's vehicle routing and scheduling solution helps you effectively manage costs, optimize routes in real-time, and access real-time ETAs and broad shipment visibility so delivery customers enjoy an unmatched final mile experience.



# Use cases

It's one thing to talk about a solution's capabilities. It's another thing to see those capabilities in action. Consider the following use cases and real-life examples of customers who benefitted from partnering with Infios.







## Delivery

Demand for delivery excellence, characterized by on-time, precise delivery, stretches across B2B and B2C sectors. Meeting this demand requires optimized fleets and meticulous route planning. Infios's solution facilitates delivery slot planning, customer communication and in-day routing optimization, thus navigating the complexities of market dynamics.

### Value study

Dispatching 200 routes daily for more than 25 distribution centers, a global electrical distributor faced substantial operational challenges.

- Route planning, pickup assignment, driver mobile tracking, electronic proof of delivery and customer service desk increased resource efficiency and customer satisfaction.
- ETA calculations improved and reduced inbound customer call volume.
- Driver visibility reduced time on the street.



## Parcel

Given the high-volume, time-sensitive nature of the parcel sector, Infios's solution ensures proper sorting and planning to prevent delays and misrouting. It adapts to volume fluctuations with flexible routes and locations, minimizing distance and operational costs. Moreover, it provides critical delivery status visibility and the ability to adjust routing as issues arise dynamically, maintaining customer satisfaction.

### Value study

A premier regional distributor supplies a full range of frozen and refrigerated convenience store goods to more than 900 customers across multiple states.

- Inbound and batch route planning, driver mobile tracking and parcel scanning improved distribution route planning and allowed heightened visibility of en-route drivers.
- Precise and accurate ETA calculations reduced customer call volumes.



## Less-than-truckload (LTL)

In LTL freight management, achieving the ideal balance of pickups and deliveries is the key to success. This synergy requires a delicate dance of efficient planning and precise execution, as well as the ability to adapt to changing conditions on the fly. With Infios's Smart Transportation platform, businesses maximize capacity and minimize empty miles with features like delivery slot planning, customer communication and in-day transportation routing optimization.



### Value study

With nearly 2,000 employees and a fleet exceeding 3,500 vehicles, LTL carrier Oak Harbor Freight Lines serves more than 6,500 customers.

- Batch route planning, dynamic pickup assignment and customer service capabilities increased resource efficiency and customer satisfaction.
- On-time ETA calculations significantly improved, reducing inbound customer calls.



## Over-the-threshold (OTT) and white glove

Intricacies of over-the-threshold (OTT) and white glove deliveries underscore the necessity of precise logistical planning. Each delivery often has unique requirements, location variability and stringent freight and location-dependent driver certifications. A seamless integration delivering freight, products and add-on services is imperative for an exceptional customer experience.

### Value study

A Fortune 200 retailer with in-store and e-commerce channels provides white glove delivery service for big-ticket items through a third-party fleet of almost 500 vehicles.

- Scheduling at the point of sale, advanced route planning and returns logistics management improved route planning and on-time ETA calculations.
- Delivery visibility provides detailed information down to the SKU level.
- Customer inquiries decreased, indicating a better customer experience, improved loyalty and better brand perception.



## Courier

In courier transportation, high expectations and time sensitivity require adaptability to traffic, weather, asset availability and fluctuating demand. Rising consumer expectations fuel on-demand services and same-day delivery, sometimes involving vital deliveries like essential medicines. Infios's solutions address these challenges by providing continuous, dynamic optimization. Further, Infios helps users balance demand with vehicle, personnel and time constraints, offering efficient route planning, pickup assignment support and autonomous routing.

### Value study

A prominent transportation and business services company with 15K+ employees offers same-day city deliveries across a broad B2B and B2C base using a 600+ vehicle fleet.

- Dynamic same-day assignments and enhanced, batch and on-demand route planning lowered mileage, decreased the number of vehicles and reduced carbon footprint.
- Better ETA calculations increased customer satisfaction and cut call volume.
- Autonomous routing centralized management for 100+ vehicles with a focus on managing exceptions.



## Back-office order management

Back-office order management demands efficiency, precise delivery fulfillment, optimal courier selection and autonomous logistics. Infios tackles these challenges with robust solutions, incorporating order management and routing, location detail control, complex pricing management and work settlement. Offerings also include automatic status communication, cross-docking management and exception resolution.

### Value study

A global consumer health company with 300K+ employees and \$300B in revenue implemented Smart Transportation solutions high-volume healthcare product deliveries.

- Reduced mileage 17% and decreased courier spend 18%.
- Eliminated manual invoices and reduced invoice dispute processing time.
- Courier performance visibility and route optimization improved customer satisfaction.



# The path forward

With Infios, businesses can confidently chart a path toward a future characterized by autonomous logistics and unparalleled visibility. The relentless march of technological advancement calls for ceaseless optimization and refinement in final mile delivery.





## Adapting to future trends with Infios

Infios enables businesses to adapt and thrive as future trends steer logistics. The adaptable, configurable Smart Transportation platform responds to these changing demands:



**Align for efficiency:**  
Streamlined workflows swiftly adapt to industry shifts, enhancing operational efficiency and facilitating prompt, informed decisions.



**Navigate change:**  
With core tenets of adaptability and configurability, Infios provides flexibility to navigate evolving market trends successfully.



**Anticipate needs:**  
Anticipate and meet changing delivery requirements by ensuring optimal carrier and route selection and efficient freight movement.



**Embrace sustainability:**  
Manage transportation costs and reduce CO<sub>2</sub> emissions to support commitments to sustainability goals.



# Conclusion

Managing the first, middle and final mile presents unique complexities.

Infios applies innovative solutions to simplify these complexities and enhance productivity and profitability.

Key features like real-time status updates, optimized route planning and efficient adaptability underline the broad-ranging utility of Infios's solutions.

Our value studies testify to the Smart Transportation platform's versatility and transformative potential across diverse logistical scenarios.

For a competitive edge in the dynamic logistics and supply chain sector, consider Infios Smart Transportation. Request a demo, and embrace the future of logistics. Optimized planning, seamless operations and unparalleled visibility await.

REQUEST A DEMO

