

Infios Final Mile



Tackle the challenges of final mile transportation with automated route and delivery planning

Final mile delivery is the most visible part of a purchase has a significant impact on the overall customer experience. It's also the most cost-intensive leg of the freight journey, often accounting for over 50% of overall delivery costs¹. At the same time, final mile planning and management is increasingly complex—thanks to rising order volumes, unpredictable road and weather conditions, shifting customer orders and constant cost pressures. As a result, manual route planning and optimization are no longer viable.

Optimize final mile operations to improve efficiencies and boost the customer experience

With Infios Final Mile, customers can streamline transportation operations to achieve accurate, on-time deliveries and pickups at customer sites. It optimizes route planning, dynamically adjusts routes as conditions change and fosters collaboration between route planners, dispatchers, drivers and customer service throughout the day. It provides real-time visibility for all stakeholders by tracking route progress, driver activities and electronic proof of delivery (ePOD). A flexible solution, Final Mile supports a range of common B2B and B2C use cases, helping businesses stay ahead in a fast-paced world.

Why Infios Final Mile?

Proven operational impact: Customers see measurable results, including reduced mileage and costs, productivity boosts for route planners, dispatchers and drivers, to a decrease in inbound customer service calls.

Improved customer experience: Continuous route planning optimization boosts on-time delivery performance, while accurate ETA predictions set clear customer expectations, even when delays occur.

Value-added delivery services: Configurable on-site workflows for over-the-threshold (OTT) and white-glove deliveries can unlock additional revenue opportunities and enable differentiated customer experiences.

Key benefits

Boost delivery accuracy

Enable full visibility

Decrease operational cost

Improve customer experience

Increase staff productivity

Raise driver accountability

infios

a Körber company

1. [Reducing the cost of Last Mile Delivery](#), University of Arkansas

Supported use cases



General delivery

On-time, accurate delivery of various goods



Less-than-truckload

Move freight efficiently to meet SLAs



Parcel

Support B2B and B2C parcel delivery



Courier

Optimize routes for frequent stops



Over-the-threshold/white glove

Enable deliveries with value-added services



Carrier administration

Orchestrate high-volume deliveries

Increase operational efficiencies while elevating the customer experience

Final Mile helps logistics managers reduce transportation costs and increase efficiency in multiple ways:

- **Decrease time required for route planning and optimization**, freeing up route planners and dispatchers for exception handling.
- **Optimize route planning** to let drivers cover more stops and decrease fuel cost, vehicle wear and maintenance.
- **Improve driver accountability** by tracking the timing of stops, completion of on-site tasks and capturing ePODs.
- **Raise mid- and long-term performance** by leveraging reporting data from Final Mile for further analysis.

Vehicle routing and planning for dynamic, complex requirements

- **Automated route planning and dynamic route updates** based on known requirements, restrictions and changing conditions ensure that routes are continually optimized, even as stops are added during the day.

- **A web-based user portal** with role-based access for all internal stakeholders (route planners, dispatchers, drivers and customer service reps) facilitates ongoing visibility into ETAs and delivery status.
- **A mobile driver application** keeps drivers connected connected on the road, capturing route progress and delivery tasks, including ePODs.
- **Seamless integration capabilities with the Infios TMS** enable a fully integrated single-vendor solution, while automated connectivity with 3rd party TMS, OMS or ERP provide additional integration options.

Infios, your strategic partner

As supply chains become more complex, a strategic partner who provides a range of supply chain and transportation solutions can be invaluable. Infios developed Final Mile as a vehicle routing and planning solution to help businesses effectively tackle the complexity of final mile operations while reducing cost and raising efficiencies.

Find out how Infios can optimize final mile operations for your business. Visit our website or contact us for more information.