

# MAKE MOBILE EMPLOYEES EFFICIENT AND EFFECTIVE

## COMPLETE INSIGHT INTO THE STATUS OF YOUR "LAST-MILE" MOVEMENTS IN THE DELIVERY PROCESS

- Modular structure and flexible configuration
- User-friendly interface for the driver, office staff and your customers
- Real-time interfacing with all related systems (TMS, ERP, planning system)
- Unlimited scalability thanks to the latest cloud technologies
- Fast and simple implementation
- Actual availability of real-time information and data processing right up to the last second
- Complete SaaS solution including hosting and the related pricing model (pay per use or pay per month)
- Support for Google Android® and Apple iOS® operating systems

## BENEFITS FOR YOUR CUSTOMER

- Real-time insight into shipments, returns and packaging materials
- Efficient processing of last-minute shipments and returns
- Immediate information in case of incidents
- Accurate information on delivery time windows

## BENEFITS FOR YOUR DRIVER

- Fewer errors during deliveries and pick-ups
- Clear instructions and fast data entry

## BENEFITS FOR YOUR PLANNING

- Direct Insight into the status of drivers and shipments
- Complete communication with the customer (shipment status, ETA)
- Re-allocation of deliveries and returns
- Fewer errors and less administration
- Status information can be shared directly with third parties

## BENEFITS FOR YOUR ORGANISATION

- Better SLA and monitoring of KPIs
- Cost savings in the domain of communications, correction of errors and registration of packaging materials
- Higher customer satisfaction thanks to increased reliability



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# FUNCTIONALITIES

Front-end functionality (mobile employees)	Process component		
	Preparation	Delivery and pick-up	Service
Vehicle check	•		
Workflow and route list for loading	•		
Loading scan and completeness check	•		
GPS navigation and tracking, incl. real-time traffic info	•		
Barcode scanning for track and trace purposes		•	
Digital signature upon delivery		•	
Taking photos and reading NFC tags - Proof of Condition and Presence		•	
Integration with systems for temperature monitoring & control		•	
Registration of packaging materials and returns		•	
Arrivals and real-time ETA		•	
Customer surveys			•
Ad-hoc registration of exceptions	•	•	•
Planned and ad-hoc collection		•	
Planned and ad-hoc delivery		•	
Dynamic digital forms	•	•	•
Registration of breaks / rest periods		•	
Integrated chat module (text, photos and annexes)	•	•	
Authentication based on email & password, social login (Google, Facebook, Twitter, GitHub, Microsoft Live,...) or phone number & SMS	•	•	•
<b>Back-end functionality (planning and management)</b>			
Allocating route and stops to driver	•	•	•
Rearranging routes and stops	•	•	•
Managing users and roles	•	•	•
Reporting dashboards	•	•	•
Real-time track and trace of drivers and shipments	•	•	•
Allocating last-minute shipments and returns	•	•	•
Configuring digital entry forms	•	•	•
Splitting routes	•	•	
Notification service (SMS/email)	•	•	•
Adding ad-hoc stop instructions	•	•	
Integrated chat module	•	•	
Alerts dashboard	•	•	•
Customer ticketing system	•	•	•
Configuring route templates for regular route planning	•		
Transfer Individual stops between routes	•	•	
Live map based on Google Maps with real-time location of drivers / vehicles		•	•
<b>Self-service functionality (customer portal)</b>			
Portal for reporting orders, returns	•	•	•
App for reporting returns and tracking shipment status	•	•	•
<b>Service management</b>			
Complete hosting included	•	•	•
Real time integration with ERP, TMS and planning system	•	•	•
Help desk (24/7 option)	•	•	•
Management of hardware and software updates	•	•	•



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