



# PLANNING, SCHEDULING & ROUTING OPTIMIZATION

## Abstract

Infosys provided optimization power to logistics operations that handles 15M pick-ups and deliveries per year to create a flexible and dynamic route planning, real-time scheduling, empower drivers with smartphone devices in-cab providing turn-by-turn navigation; and bringing productivity to operations by 2X times in 90 days.

## Business Challenge

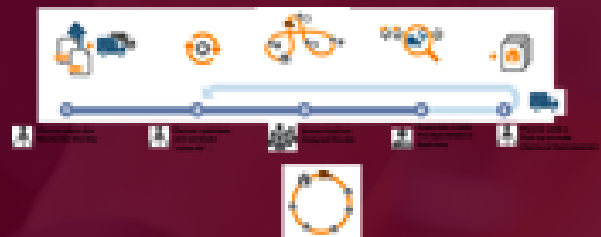
- Changing Market Dynamics
- Unprecedented decline in volume of “letter mails” (5.4% down) and strong growth in parcels (9.2% up) have turned the postal business into a fierce-fought business (Canada Post now has to compete with UPS and FedEx)
- Customers have new demands
- More Flexibility, Predictable deliveries, real-time (on-demand) pickups, no or incremental revenue from new services and a list of customer requirements in the digital economy have sent National Postal Services scrambling to stay in business. (Canada Post will need to offer same-day or next 2 hour deliveries to attract business from e-tailers like amazon and Walmart)
- Operational Challenges
- Postal Services Business need to transform to a parcel carrier from being a letter carrier. Increased cost to operations arising from employees and dedicated delivery model (such as on-demand pickups, complex routes, faster and responsive delivery strategies)





## Infosys Solution

- Pickup and Delivery (Order) information is



- Received through an interface from Oracle R12 into Optimizer
- Optimizer creates a First Plan and a Load Board is posted electronically.
- Based on real-time information on Availability of Trucks, Equipment, Drivers and their preferences (Driver's bid for routes), a Final Plan is created by Optimizer and is Scheduled to Trucks/Drivers electronically.
- Drivers receive their route plans with turn-by-turn directions on their smartphones (androids) and commence their drops/pickups.
- Dynamic changes to routes occur if needed. Such changes are pushed
- Non-intrusively to drivers in-route. Real time tracking is available to dispatchers for viewing progress of their fleet on a geo map.

## Benefits to customer

The Optimizer delivered Daily planning and scheduling Capabilities to operations allowing them to react to uncertainties and disruptions in real time.

### Key benefits include

- 2x times increase in driver productivity (from 8 parcels-per- hour to 15)
- Reduction in empty-miles by over 20 %
- Near 100% pick-ups on-time
- Dynamic routes instead of static
- Asset Utilization improved by 5%



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

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