



### **Delivery Recipients**

- ① Convenient delivery window
- ② Transparency and visibility into the delivery
- ③ On-time delivery



### **Drivers**

- ① Insight into deliveries
- ② Three way communication between dispatcher and end customer
- ③ Preference of routes and autonomy
- ④ Easy to use, intuitive tools for deliveries



### **Dispatchers**

- ① Reduced time in planning routes
- ② Automated routes
- ③ Transparency and visibility into the delivery
- ④ Three way communication between driver and end customer
- ⑤ Time saving tools to allow more time for managing delivery execution



### **Managers**

- ① Reporting and KPIs
- ② Alignment with business objectives and goals
- ③ Great customer service
- ④ Maximum efficiency of team members