

Cybage helped a global e-commerce provider by building a robust mobile based last mile delivery solution that supports multiple business functions

About the Client

A Singapore-based postal services provider that offers e-commerce logistics solutions in the domestic and global market



Provides mail, logistics, and retail services for customers globally



Has been in the industry for over 160 years with operations in 19 different markets



Business Needs

Reduce productivity loss for delivery partners

Develop a single solution for postal and logistics delivery

Enable shipment tracking

Eliminate the delays in delivery pick up

Solutions

Developed an Android based mobile application that works well for postal and logistics businesses

Integrated with the existing IT eco-system for end-to-end track and trace of customer orders and parcel deliveries



Helped finding drop locations by addressing runtime and urgent delivery requests based on geo locations

Integrated with multiple agents to receive real-time updates of deliveries and pickups

Provided support for multiple notification formats for real time visibility to the end customer

Technology Stack



Business Impact

Delivery interleaving for multiple orders resulted in **40% increase in operational productivity**

Reduced IT maintenance cost since the same single solution worked for postal and e-commerce business units



80% decrease in customer support incidents

Enabled 130 brands to set up online stores and manage order delivery seamlessly with this solution

Reduced overall costs by providing multiple delivery options and optimized routes for delivery

Cybage Supply Chain & Logistics Services



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