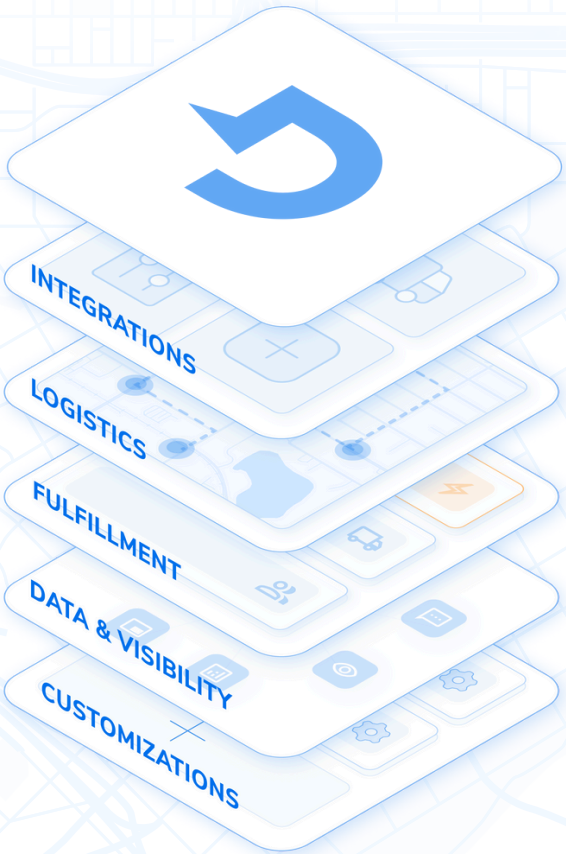
DispatchOne

Delivery Intelligence Redefined



Dispatch is the Delivery Intelligence Infrastructure that gives enterprises end-to-end control, visibility, and confidence over the last mile.

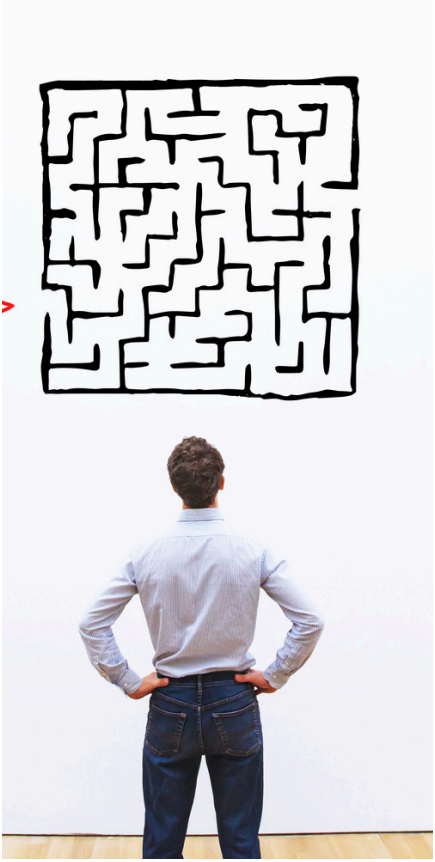
Table of Contents

Final-Mile Challenges	01
What is DispatchOne	03
Direct Integrations	04
On-Demand Delivery	06
Hotshot Delivery	08
Fleet Management	09
Partnerships	10
DispatchOne Core Capabilities	11
Dispatch at a Glance	16

FINAL-MILE CHALLENGES

The Evolution of Final-Mile Intelligence

In today's logistics landscape, speed, precision, and adaptability are key to success. Enterprise delivery operations are expected to serve more customers, across more markets, with tighter SLAs and higher expectations. Yet despite this shift, many organizations still rely on fragmented systems and legacy tools that were never designed for the complexity of modern final-mile delivery.



Each delivery involves a complex mix of variables — fleets, carriers, drivers, service levels, customers, and expectations. But the systems built to manage them rarely work together. Instead, enterprises find themselves navigating a patchwork of TMS platforms, CRM workflows, ERP billing rules, and spreadsheets that operate in silos. The result is daily operational friction.

FINAL-MILE CHALLENGES

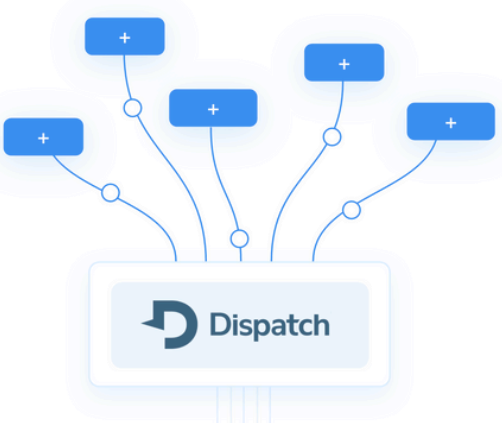
Even highly sophisticated organizations find themselves reacting instead of optimizing, constantly catching up instead of achieving the operational stability they need.

McKinsey found that 93% of logistics leaders plan to increase tech investment, but investment alone isn't enough. Visibility without orchestration creates blind spots, automation adds risk, and disconnected tools increase complexity.

Thriving today takes more than delivery software; it requires a unified platform that connects technology, people, and data to orchestrate every mile with clarity and control. That's DispatchOne.

WHAT IS DISPATCHONE

Introducing DispatchOne



DispatchOne

DispatchOne was built to solve the complexity of enterprise delivery. It's not a marketplace, a fleet app, or an integration add-on; it's all of them — intelligently connected — simplifying the entire final-mile ecosystem into one unified control center.

Through intelligent orchestration, DispatchOne enables enterprises to establish custom rules that govern how deliveries are assigned, optimized, and managed.

These configurable automations ensure every order follows your business logic while providing the flexibility to adapt as operations evolve.

A Modular Platform, Built to Scale

DispatchOne is modular by design —deploy integration, fleet management, on-demand delivery, and partnerships independently or as a unified ecosystem. Start where impact matters most and scale seamlessly over time.

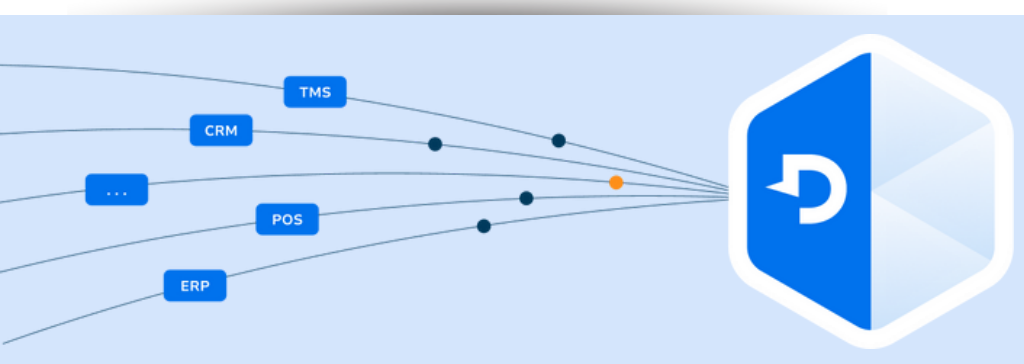
Technology + Network: The Power of Both

Competitors lock you into a software-only or network-only model. DispatchOne lets you choose: use the platform with your own fleet, the Dispatch Driver Network, other delivery providers, or combine all of it. No matter who makes the delivery, you get real-time visibility and a single connected view across every mile.

DIRECT INTEGRATIONS

The Power of Direct Integrations

Integrations can operate independently or as part of the broader DispatchOne ecosystem.



Direct Integrations

In most enterprises, delivery operations span multiple disconnected systems — ERP for billing, CRM for customer management, TMS for logistics, and numerous spreadsheets or legacy tools for routing and communications. This patchwork approach makes it nearly impossible to see the full picture.

DispatchOne changes that by bringing it all together.

Through seamless integrations with platforms like SAP, Salesforce, Epicor, and more, DispatchOne becomes the connective tissue of your logistics ecosystem.

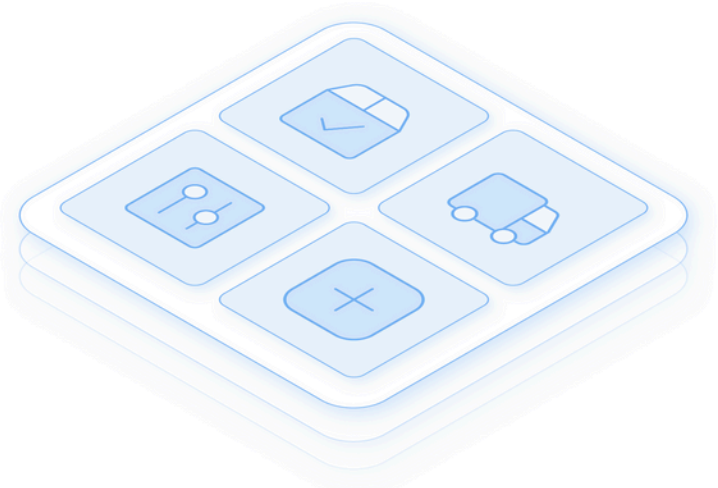
It consolidates fragmented workflows into a single, intelligent platform that manages the entire delivery lifecycle, from order entry to proof of delivery.

DIRECT INTEGRATIONS

Integration That Works for You

By uniting systems and automating data flow, DispatchOne delivers a single source of truth for every delivery. This isn't just integration, it's data intelligence at scale, enabling leaders to make better decisions, faster.

- Direct API integration for fast deployment.
- Pre-built connectors to leading ERP, CRM, and e-commerce systems.
- Code-free integrations for unique enterprise workflows, billing, or reporting needs.
- Custom integrations for unique enterprise workflows, billing, or reporting needs.



ON-DEMAND DELIVERY

Scaling with On-Demand Delivery

On-Demand Delivery functions independently or as an extension of your fleet and integrated systems.

When demand spikes or fleets reach capacity, businesses need a flexible way to scale without compromising service quality. DispatchOne's On-Demand Delivery capability instantly extends your reach through a nationwide, professionally managed driver network.

Use It Your Way

On-Demand Delivery can be deployed as:

- A standalone option for fast, reliable driver access
- A hybrid extension of your existing fleet
- A fully integrated part of your end-to-end delivery ecosystem

DispatchOne adapts to your operation, connecting seamlessly to your systems and workflows regardless of scale.

From Fragmented to Unified Fulfillment

Unlike traditional delivery marketplaces that prioritize transaction volume over performance, DispatchOne's integrated on-demand model ensures:

- Every delivery flows through the same platform
- Your rules, pricing, and standards apply across every mile
- Reliability and brand consistency are never compromised

ON-DEMAND DELIVERY

Intelligent On-Demand Capabilities

- **Smart Delivery Matching**
  Algorithms + configurable rules match the best-fit driver and provider.
- **Dynamic Routing**
  Optimized for traffic, distance, service tiers, and vehicle type.
- **Flexible SLA Tiers**
  Multiple service levels that intelligently balance speed and cost.
- **Multi-Stop**
  Combine compatible stops to reduce cost and improve route efficiency.
- **Professional Driver Network**
  Vetted, trained, and performance-scored.

Whether used independently or as part of your complete Dispatch ecosystem, on-demand delivery empowers enterprises to expand with confidence and consistency.

HOTSHOT DELIVERY

Hotshot Delivery: When Speed Is Non-Negotiable

Hotshot Delivery can be deployed independently or layered into your DispatchOne ecosystem to manage critical, time-sensitive shipments with precision.

Certain moments in enterprise operations demand more than fast delivery; they require immediate action. Hotshot delivery gives organizations the ability to move critical, time-sensitive freight with unmatched speed, precision, and reliability.

Why Hotshot Matters

- True urgent freight support: Ideal for critical materials, and commitments where delays are costly.
- Flexible vehicle options: Match load requirements with the right vehicle for efficiency and care.
- End-to-end visibility: Track deliveries in real time with live ETAs, notifications, and proof of delivery.
- Integrated into DispatchOne: Hotshot orders run alongside fleet and on-demand orders, centralizing visibility.

Hotshot expands your operational toolkit with a delivery mode built for urgency, helping enterprises avoid costly delays and keep production, projects, and customer commitments on track.

FLEET MANAGEMENT

Managing Your Fleet with Intelligence

Fleet Management works independently or alongside Integration and On-Demand Delivery.

For many organizations, the biggest inefficiencies are in their own fleet. DispatchOne's Fleet Management turns those assets into a competitive advantage, optimizing every mile, maximizing utilization, and keeping every delivery on brand.

Your Fleet, Smarter

- DispatchOne replaces manual processes and paper manifests with intelligent digital orchestration, centralizing visibility across vehicles and regions with a mobile-friendly driver interface to deliver clarity, precision, and consistency in fleet operations. Create and optimize delivery routes in seconds.
- Assign jobs based on driver, location, and capacity.
- Track vehicles and capture proof of delivery with photos, signatures, and time stamps.
- Analyze route performance, cost per mile, and SLA adherence across markets.

A Platform Built for Scale

- Save frequent routes for faster planning.
- Customize notifications and brand customer updates.
- Integrate directly with order management systems to eliminate duplication.

PARTNERSHIPS

The Power of Partnerships

Partnerships function independently or alongside your technology stack to broaden your delivery capabilities.

Enterprise logistics runs on connection—across systems, fleets, and partners. DispatchOne Partnerships embeds delivery intelligence into existing workflows, creating shared value without added overhead.

Joint Value Prop	Economics	Rationale
Unified Service Delivery Dispatch complements platform & services by powering seamless last-mile execution for field services, delivery, or logistics use cases	**Integration Enablement Support** Providing hands-on technical assistance and comprehensive documentation, with integration costs that may be absorbed, shared, or waived based on strategic value	**Complementary Offerings** Dispatch's logistics and delivery orchestration layer seamlessly extends your platform (e.g. CRM, ERP, supply chain) without redundancy or overlap
Improved End-Customer Experience Dispatch complements platform & services by powering seamless last-mile execution for field services, delivery, or logistics use cases	**Referral or Reseller Models** Flexible structure such as revenue sharing for referral business, reseller and white-label agreements, or co-selling incentives designed to accelerate time-to-value	**Shared Customers & Personas** We already engage similar stakeholders across Operations, Logistics, and IT, simplifying overall go-to-market alignment
Accelerated Adoption & Stickiness Unlock co-marketing and bundling to drive joint adoption with a fully integrated solutions that deepen workflow integration.	**Scalable Engagement** Commercial terms can evolve from light-touch collaboration to deeper platform bundling as the partnership grows and engagement evolves	**Customer Demand for Integration** End-users increasingly expect unified experiences across service dispatch, job tracking, and field execution, an expectation Dispatch helps fulfill by closing the loop

DISPATCHONE CORE CAPABILITIES

The Capabilities Behind DispatchOne

DispatchOne isn't a single tool, it's an enterprise-grade engine built to drive clarity, accuracy, and efficiency across every mile. Connect your delivery operations into a single platform, bridging systems, fleets, and fulfillment channels for seamless execution.

Integrated Platform
Connect your ERP, TMS, CRM, POS, and internal tools in one unified system.

Intelligent Logistics
Optimize for speed, cost, and customer satisfaction with AI-driven routing and prioritization.

Reliable Fulfillment
Match every order with the right provider — your fleet, external carriers, or the Dispatch Network.

Transparent Insights
Access real-time analytics, billing, and data visibility across every delivery channel.

DISPATCHONE CORE CAPABILITIES

Capabilities You Can Tailor to Your Operation

1. Order Creation & Pricing

Features that define how orders are created, structured, and priced.

- Custom Data: Capture unique data points aligned with your business requirements.
- Customer Product, SKUs & SOPs: Standardize SKUs and procedures to reduce errors and protect margins.
- Estimates: Generate accurate estimates quickly to speed approvals and revenue capture.
- Ordering Methods: Streamline ordering through bulk uploads, API connections, and more.
- Saving Drafts: Auto-save orders and estimates to reduce rework and maintain productivity.

2. Delivery Rules & Controls

Features that set the parameters for handling deliveries.

- Customer Bundling Rules: Apply load and location rules to optimize bundling and prevent risks.
- Equipment, Services & Add-Ons: Ensure the correct vehicle and equipment assignments for every job.
- Job, Jobsite & Crew Structure: Standardize order setup to reduce manual entry and errors.
- Service Level Customization: Tailor SLAs to balance speed, cost, and customer experience.
- Service Levels: Offer flexible speed and delivery options to fit operational and customer needs.
- Serviceable Markets: Define the markets you serve with clarity and consistent service expectations.

DISPATCHONE CORE CAPABILITIES

3. Routing & Optimization

Features that reduce wasted miles, prevent delays, and ensure accurate execution.

- Delivery Optimization: Bundle, route, and assign deliveries intelligently to reduce costs.
- Notifications: Keep stakeholders informed via SMS, email, or in-platform alerts.
- Pickup & Drop-Off Rules: Apply structured rules to improve consistency and remove friction.
- Proof of Delivery: Capture photos, signatures, and notes to protect your business and reduce disputes.
- Return Trip: Reduce delivery costs by converting return trips into planned routes, which enhances driver efficiency and eliminates manual coordination and unnecessary miles.
- Route Optimization: Calculate efficient routes to minimize mileage and improve on-time performance.

4. Network & Fulfillment

Features that help you assign the right provider to each delivery.

- Network Management: Manage your fleet, the Dispatch Network, and carrier providers in one system.
- Smart Matching Dispatch: Access the nationwide Dispatch Network of vetted, performance-scored drivers.
- Smart Matching Providers: Connect to trusted carrier providers for extended reach and capacity.
- Smart Matching Your Fleet: Prioritize your internal fleet to maximize asset utilization.

DISPATCHONE CORE CAPABILITIES

5. Visibility, Data & Analytics

Features that drive transparency, reporting, and insight.

- Dashboards: View real-time order status and performance metrics at a glance.
- Data Feeds: Use customizable feeds to track activity and respond quickly to issues.
- Location Intelligence: Pinpoint accuracy for sites without a defined address, reducing failed deliveries.
- Reporting & Analytics: Surface trends, understand cost drivers, and measure performance.
- Visibility & Tracking: Strengthen transparency and accountability with real-time monitoring.

6. Management & Support

Features that support the customer and enterprise experience.

- Account Management: Provide secure, straightforward access for users across the organization.
- Billing & Invoicing: Improve financial accuracy by integrating billing codes and automating workflows.
- Branded Experiences: Extend your brand into customer notifications and delivery updates.
- Claims Processing: Protect customer trust with fast, streamlined dispute resolution.
- Full Integration: Break down silos by connecting DispatchOne with your core systems and providers.
- Onboarding: Accelerate adoption with guidance and enterprise-level support.
- Organizational Hierarchy: Support complex operations with multi-tier account structures.
- Robust Customization Layer: Adapt DispatchOne to your unique workflows, rules, and visibility needs.
- Saved Locations: Reduce order-entry friction with saved pickup/drop-off details.
- SSO (Single Sign-On): Strengthen security and simplify authentication for teams.

DISPATCHONE CORE CAPABILITIES

Why DispatchOne: The Enterprise Advantage

DispatchOne isn't just another tool—it unifies your stack into a single source of delivery truth. Compared to other solutions, only DispatchOne delivers every capability in one fully integrated platform.

How Dispatch Capabilities Compare

Features	Dispatch	Local Carriers	On-Demand Booking Platforms	Route Planning Software Providers
Logistics Platform Tech	Advanced	Basic	Limited	Limited
Nationwide Coverage	100% Covered	Major Cities	Regional	No Network
Guaranteed Delivery	100% Guaranteed	Not Guaranteed	Not Guaranteed	Not Guaranteed
API Integrations	Comprehensive	No	Limited	Comprehensive
One-Stop Solution	Complete	Partial	Partial	Partial

DISPATCH AT A GLANCE

Dispatch at a Glance

Here is a snapshot of key Dispatch performance metrics that highlight the scale, reliability, and impact of our delivery network. These figures represent just a portion of the data behind our platform's success.

2016
Founded

54,000+
Businesses Served

93% CSAT
Customer Satisfaction Score

$73M
Capital Raised to Date

30,000+
Experienced & Trained Carriers

80+
Markets Served

77M+
Experienced & Trained Carriers

85%
Deliveries Met or Exceeded SLA

This video provides a quick, at-a-glance overview of DispatchOne.

CUSTOMER TESTIMONIALS

> It's made our supply chain so incredibly efficient that if Dispatch were to go away, we would have to entirely re-evaluate how we do business.

John Dupra, Hardwood Flooring Company

> Dispatch has helped us keep our sales reps making sales calls rather than delivering emergency items. We use Dispatch to get our equiptment up and going faster by getting local parts faster.

Adam Martin, Industrial Machinery Company

> Simply put – using Dispatch gives us the flexibility needed to service our customers when and where they need it. There is always an open line of communication between us and Dispatch, allowing us to solve any problems quickly.

Daniel "DB" Breining, Plumbing Company

DISPATCHONE

Own Your Final Mile

The future of delivery belongs to those who can connect technology, people, and data into a single, intelligent ecosystem.

DispatchOne gives enterprises that power, uniting on-demand delivery, fleet management, and integrations under one AI-driven platform that adapts as you grow.

From a single branch to a national network, DispatchOne scales intelligently, delivering visibility, accountability, and performance at every mile.

Partner with Dispatch to transform logistics from a daily challenge into a strategic advantage.

[Explore Website]

[Meet with Sales]