DispatchOne Use Case:
Optimizing Enterprise Last-Mile Logistics

THE CHALLENGE

For this national enterprise, final-mile delivery was a constant challenge. Orders came from multiple systems, with a mix of owned vehicles, contracted carriers, and regional partners. Manual routing and handoffs caused frequent errors, while poor visibility made it hard to address issues before they reached customers. Lastly, siloed systems slowed decisions. These challenges surfaced in several critical areas:

- Manual driver matching left vehicles underutilized, with idle time averaging 22%.
- Limited tracking created blind spots in performance, exceptions, and customer updates, leading to missed SLAs on 1 in 7 orders.
- Expanding into new markets required entirely new processes, with partner onboarding taking 3–4 weeks.

THE SOLUTION

The company adopted **Dispatch** as its centralized last-mile control center, connecting all jobs, drivers, and partners in one platform. They implemented a set of high-impact capabilities designed to improve efficiency, visibility, and scalability:

- **Unified Order Management**: Consolidated requests, cutting order intake errors by 28% and automating job creation.
- **Smart Matching & Dynamic Routing**: Automatically assigned orders to best-fit drivers/routes, boosting delivery density 17% and cutting cost-per-delivery 12%.
- **Owned Fleet & Partner Coordination**: Managed all fleets in one workflow, raising partner on-time performance from 82% to 93%.
- **Real-Time Tracking & Alerts**: Reduced “Where’s my order?” calls by 43% through accurate ETAs and proactive notifications.
- **Data & Insights**: Dashboards pinpointed bottlenecks, reducing late deliveries by 21% in the first quarter.

THE RESULTS

Metric	Before Dispatch	After Dispatch	Impact
Annualized Cost Savings	-	$2.1M	Operational savings from efficiency gains
SLA Adherence	82%	93%	+11% Improvement
New Market Onboarding	3-4 weeks	2 weeks	Accelerated scaling
Customer Satisfaction (CSAT)	72	89	+17 points
Delivery Exceptions	-	-21%	Reduction through analytics

*Numbers and examples included in this use case are hypothetical and intended solely to support the described scenario.