Streamline Operations with a Dispatch API Integration

THE CHALLENGE

A company with multiple branches struggled with inconsistent delivery service across locations due to manual processes for dispatching deliveries and managing routes. This led to several inefficiencies:

- Manual data entry caused errors, wrong address deliveries, and inconsistent service.
- Slow order processing hurt delivery times and customer satisfaction.
- Limited visibility hampered tracking and driver performance.
- The inflexible system couldn't handle growth, limiting business potential.

THE SOLUTION

Using the Dispatch API, the company integrated its existing ERP software with the Dispatch platform, creating a centralized system for managing deliveries.

THE RESULTS

- Reduced delivery costs by 7% through automated route planning and optimization.
- Faster, more accurate deliveries boosted NPS scores by 16% and created lifetime customers.
- Customer and driver communications were simplified thanks to real-time driver tracking and automated notifications.
- Scalable system to handle future growth in order volume.

Integrating Dispatch's API with its ERP system created a single, efficient delivery platform. The company transformed its delivery operations, achieving a trifecta of reduced costs, improved customer satisfaction, and a strong foundation for future growth.

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