

LOGISTICS MARKETPLACE



The customer is a 4PL and Logistics Marketplace software platform, offering businesses with a choice of multiple logistics options, for Air and Road. They are a logistics start-up in UK, offering logistics services to different business sectors. They needed a robust application for their online presence and also to support their Offshore Logistics operations with the additional feature of “self-service” for customers embedded, so that their customers can raise and manage their logistics orders themselves.

The Solution offered provided them with a Multi-Tenant platform, which allowed them to service all their customers from a single platform, and their suppliers across multiple geographies, and more, making this solution a one stop solution for all their operational and business needs.

BUSINESSS CHALLENGE

Logistics Operations Business proposed to explore the online route to expand the business & to simplify their current operations. The requirement was to be able to perform logistics *Order* management, logistics *Financials* management, automated *Tracking* and complex *Pricing* management, along with a platform for their day to day logistics operations.

Operations team in offshore location who perform the day to day logistics handling had to be able to:

- Define new products (dynamic Products management),
- Add / Configure rates to products dynamically and
- Store documents on a per Order basis.
- Proactively Track orders to identify delayed shipments

Also, to simplify operations business mandated the ability to manage multiple logistics partners from a single platform for e.g. DHL, TNT, FedEx etc., which will reduce the training costs, and allow for better value to customers.

BUSINESS CHALLENGE

- Enable better operations management, many inefficiencies to be converted to predicable operations.
- Simplify Orders with Multiple Suppliers, rates and documents
- Enable to approach to newer markets using newer products

PoDX SOLUTION

- PoDX solution provided a single Multi-tenant Multi-faceted customizable platform to Operationalize business
- Enabled Multi-Country Operations, with Proactive monitoring to improve service quality
- Enabled Configurable products management & Pricing solution

BUSINESS BENEFITS

- Digitized Business – Customer acquisition, handling, Order channels and Operations.
- Enabled efficient operations by better Product, pricing and order management
- Ability to reach out to newer markets positioning against competitors

PoDX SOLUTION

PoDX Solution created a Robust Cloud Hosted Platform which digitized the business Operations, including

- Robust Order Management & Financial Management to enable Operations to perform day to day tasks.
- Multi-Tenant Order Management – to enable Customers to Self-Service Order creation & processing.
- Store documents in a secure Cloud hosted storage with ability to retrieve the docs when needed (historical data). Documentation management is on a per Order basis including AWB, Customs Invoices, Customer Invoices, Labels and Receipts.
- Detailed Rates management Module, which allows the customer to perform complex pricing.
- API Integration with Multiple Suppliers including DHL, TNT, FedEx, DPD etc., via APIs and provide a single platform for raising Orders and getting AWBs through streamlined interface
- Automatic Order Tracking, allowing for proactive monitoring of delayed orders.

BUSINESS BENEFITS

Powered by PoDX Platform, business operations were simplified with - more streamlined Order management, enhanced communication and documentation management.

Multi Supplier Integration enabled to perform efficient Products management, Custom Rates enforcement, and ability to better position their products against their competitors, resulting in higher sales turnaround.

Business is now able to reach out to New market segments by positioning the multi-user dashboarding capability, allowing their customers to Self-service - place, manage and track their logistics orders globally.

Enhanced Automated Tracking enabled business to perform proactive monitoring reducing customer complaints and increasing customer satisfaction.

“With this platform we are empowered and now as a Business we reach out to much bigger businesses and propose bigger solutions than we were able to do before...”

Nikhila Deepak, Director

For More Information

Contact: info@podx.io