

Case Study

Leading Household Appliances Manufacturer Improves its OTIF Score by 56%

Introduction

For over 100 years, this global household appliance manufacturer has been a leader, offering its diverse brands to consumers. They sell more than 60 million household and professional products in over 120 markets annually.



Impact

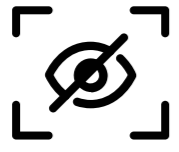
24% Increase in On-Time Deliveries

+25 Improvement in NPS Points

60% Increase in Delivery Volumes in a Year

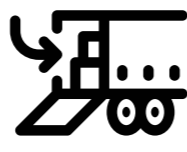
Challenges

The company was facing issues in capacity utilization and inaccurate forecasting, affecting the capability to meet rising number of customer deliveries.



Lack of Visibility

Limited visibility in the supply chain led to delays in production, procurement and distribution, affecting the ability to meet delivery schedules.



Carrier Utilization

Inaccurate capacity planning and route optimization for carriers in the last-mile delivery leg resulted in delays and incomplete deliveries.



Inaccurate Forecasting

Without accurate estimation and order monitoring, demand forecasting was leading to stockout & loss of sales.



Poor Communication

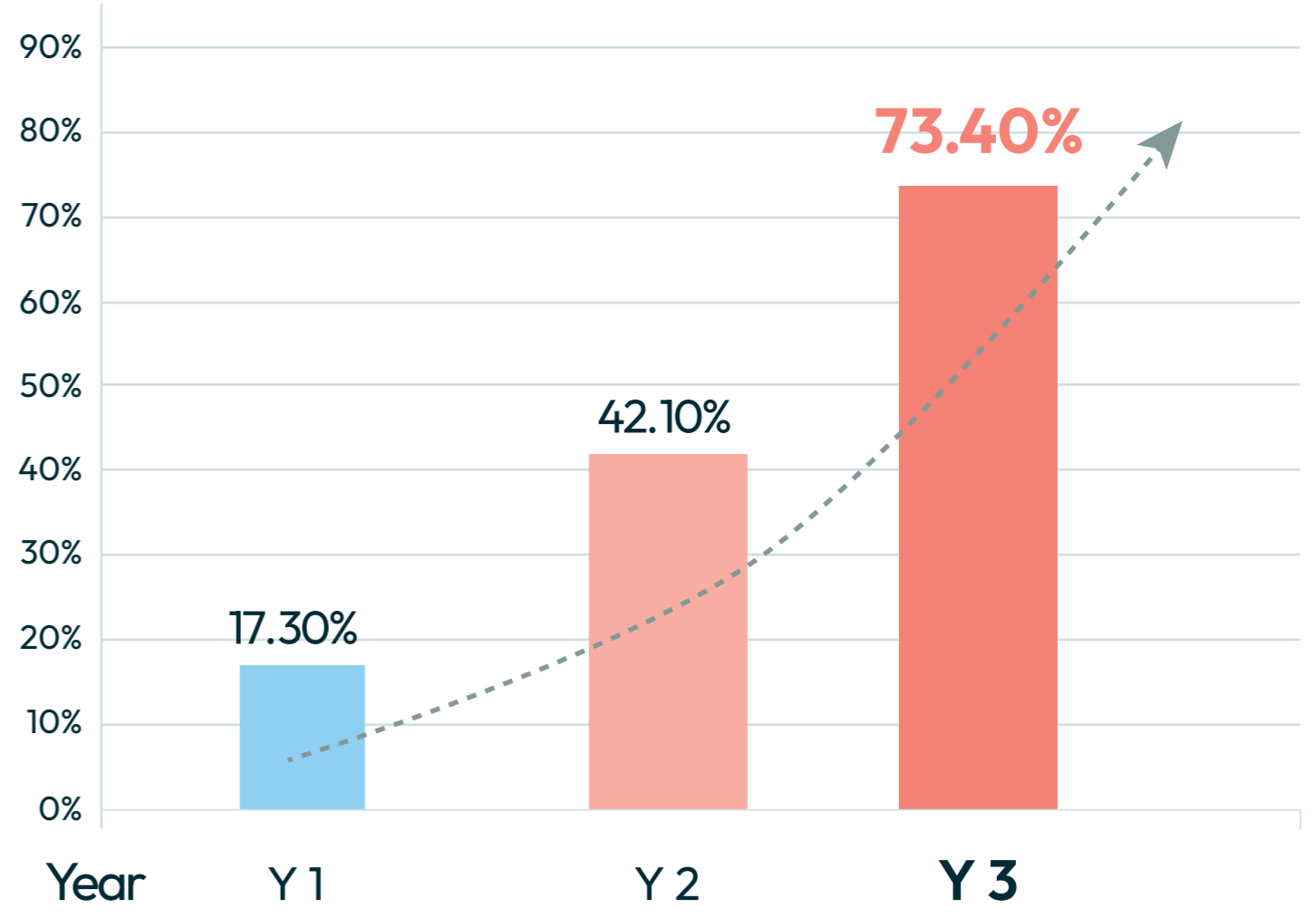
In-effective communication across stakeholders in the supply chain network led to errors & delays in the fulfilment process.

The FarEye Solution

To support the global manufacturer's 60% growth in volume,

FarEye provided a comprehensive last-mile solution with real-time visibility throughout the order journey. This resulted in a 6% increase in First Attempt Delivery Rates, enhanced communication among stakeholders, improved demand forecasting, and a remarkable improvement in OTIF.

Increase In OTIF



Real-time Visibility

Comprehensive order visibility enabled timely customer notifications and proactive internal stakeholder actions on deliveries.

Effective Route Planning

Optimized delivery routes reduced transit time and fuel consumption, increasing SPR, SPORH, and carrier capacity utilization by 28%.

Predictive Analytics

Accurate EDD models aided warehouse operational management in stock planning and forecasting, resulting in a 24% increase in on-time deliveries.

Enhanced Communication

Providing seamless two-way communication with 3PL carriers ensured transparency and minimized delays and miscommunication.

First Choice for Last Mile

About FarEye

We are a last-mile technology partner for companies obsessed with delivery experience for their customers. Our vision is to ensure every delivery in the world reaches its destination every time, on time, accurately, efficiently, and as sustainably as possible.

FarEye's AI-powered platform turns deliveries into a competitive advantage. Carriers & Shippers use FarEye's unique combination of orchestration, real-time visibility, and branded customer experiences to simplify complex last-mile logistics. The FarEye platform allows businesses to increase consumer loyalty and satisfaction, reduce costs and improve operational efficiencies, sustainably. FarEye has 150+ customers across 30 countries and six offices globally.