Track

Track Customer Deliveries throughout the Order-to-Door Journey

Real-time shipment visibility, on-time, accurate deliveries, cost-effective operations

PRODUCT BROCHURE

As e-commerce growth continues to drive an increase in home deliveries, a successful last-mile delivery experience is critical to a brand's growth. And efficient last-mile delivery is based on the robustness of first- and mid-mile operations. Gaining real-time visibility of shipments throughout the order-to-door journey is pivotal to achieving a superior customer delivery experience. Companies need accurate visibility of their fleet and orders throughout various supply chain stages, from distribution centers to cross-dock to customer doorstep. Uniting multiple carriers, delivery fleets, and disparate software into a single technology platform will help gain such visibility. Typically a daunting and complicated process, an integrated last-mile tracking solution can ease visibility challenges and help retailers and carriers achieve on-time delivery for every order.

Challenges

✓ Poor visibility into real-time movement of shipments through first-, mid- and last-mile delivery

✓ Lack of a connected solution to track shipments in multi-modal supply chain operations

✓ Lack of a single view of customer order visibility, data fidelity and data accuracy

✓ Limited tools to monitor, measure and improve the performance of third-party carriers and shipment routes

✓ Inability to identify delivery delays or unexpected exceptions, or instantly communicate delivery changes to consumers

✓ Difficulty in integration of multiple carriers, vehicle tracking devices (such as ELD/GPS, or telematics), and third-party systems to build a unified logistics supply chain control tower

FarEye Track

FarEye's Track solution enables real-time visibility of shipments throughout the order-to-door delivery journey. Every stakeholder can have granular visibility into deliveries, from first to last mile. With Track you can build a unified control tower that easily connects and interchanges data between your shipment delivery, TMS, WMS, and FarEye's pre-integrated third-party carriers. Track helps you calculate accurate ETAs, predict potential disruptions, avoid roadblocks, and achieve on-time delivery of orders.

Track Modules

Track Mid Mile

Empowers shippers and carriers to gain real-time visibility into the movement of shipments across all modes of transportation in mid-mile operations. Calculate accurate mid-mile ETAs using ML-based algorithms to bring predictability into last-mile operations. Improve carrier and route performance, analyze delays, and get recommendations on the fastest route to the destination using autonomous logistics control tower.
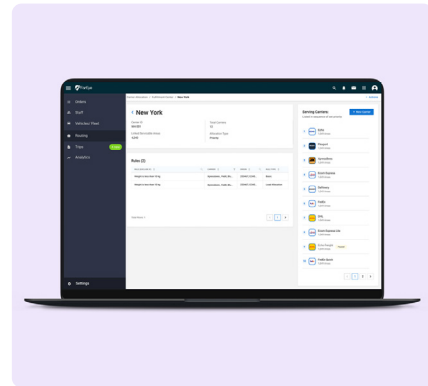

Track Last Mile

Track the real-time movement of customer orders in last-mile delivery. Allows dispatchers to track driver's live location, accommodate new orders by reshuffling pre-planned pickups and deliveries, predict delays, and handle on-road exceptions. Ensure consumer satisfaction with proactive communication, live tracking updates and self-serve delivery convenience. Enable dispatchers and drivers to work in unison and achieve on-time delivery.
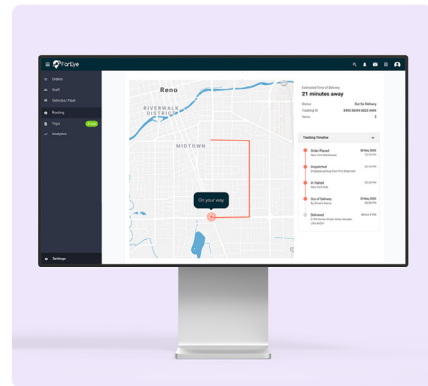
Track Order-to-Door

Eliminate visibility gaps with end-to-end monitoring of orders from distribution centers to customer's doorstep through order fulfillment, cross-docking, packaging, and last-mile delivery. Track helps you follow your shipments across all transportation modes and all legs of the supply chain. Get value-added insights like predictive ETAs, pre-dispatch order delays, and route deviation alerts to achieve a high OTIF percentage and reduce your WISMO calls.
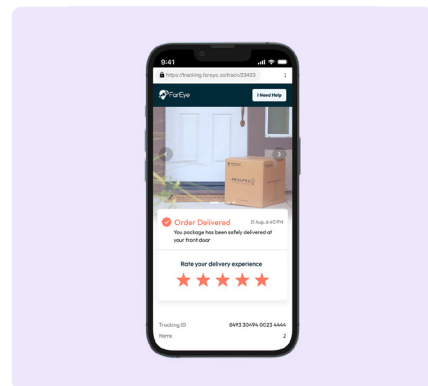
Benefits

- ✓ Track and monitor shipments accurately through multiple carriers, supply chain legs, and delivery modes

- ✓ Gain real-time visibility of customer orders within the walls (distribution centers, cross-docking, micro-fulfillment centers) and outside the walls (on the road)

- ✓ Remove data duplicity and achieve a single view of shipment ETA throughout the order-to-door journey

- ✓ Leverage AI/ML-driven platform to analyze historical delays, predict disruptions, and achieve on-time order delivery.

- ✓ Measure the performance of third-party carriers using KPIs such as OTD, lane performance, and ETA vs. ETD

- ✓ Enable shippers and carriers to realize critical supply chain metrics like high OTIF percentage and reduce WISMO calls

First Choice for Last Mile

About FarEye

FarEye's Delivery Management platform turns deliveries into a competitive advantage. Retail, e-commerce and third-party logistics companies use FarEye's unique combination of orchestration, real-time visibility, and branded customer experiences to simplify complex last-mile delivery logistics. The FarEye platform allows businesses to increase consumer loyalty and satisfaction, reduce costs and improve operational efficiencies. FarEye has 150+ customers across 30 countries and five offices globally. FarEye, First Choice for Last Mile.