Oracle Real-Time Scheduler for Home Delivery Organizations

Winning the Last Mile Race in a World of Consumer Choice
When customers have choices, exceptional service ensures repeat business.

The margin for error shrinks the closer you get to the customer

You’ve done everything right. Your upstream service chain has been optimized and key vendor agreements are locked in. Your business model and logistics are superior to the competition.

Now it’s time to turn all the hard work into success, and winning the last mile of home delivery is where it happens. How do you do that? Simply put, by exceeding customer expectations at the doorstep. Oracle Real-Time Scheduler will get you there.

Ultimately, personalization, accuracy and responsiveness drive customer satisfaction. You can’t afford to let inefficiency and unforeseen interruptions lead to order error, unacceptable delays or missed delivery slots. In this environment of consumer choice, those mistakes mean your valuable customers will simply switch to someone more in tune with their needs. Take control of the last mile to ensure service excellence with Oracle Real-Time Scheduler.
Cement customer loyalty and lower costs with Oracle Real-Time Scheduler

Oracle Real-Time Scheduler is a customer-centric appointment booking solution for home delivery organizations that encompasses best-of-breed planning, scheduling, routing and mobile functionality. It enables companies to optimize the use of their skilled mobile resources and delivery fleets by providing:

- **Flexible delivery slots**: Define and automatically select appointment windows using a combination of best-outcome criteria, including distance and demand differential and customer-specific detail, such as lifetime value, basket value or loyalty program status.

- **Customer-centric orientation**: Support mobile device access to accounts, product preferences, service and communication history, and policies and procedures to drive more effective in-person interactions, leaving a lasting, positive brand impression that helps drive repeat orders.

- **Accelerated resolution**: Capture key information at the doorstep, such as customer signatures, photographic evidence of damage and data relating to rejected substitutions, fulfillment error and customer absences, to help both avoid and more quickly solve exceptions.

- **Seamless communications with drivers**: Communicate bidirectionally in real time throughout the workday, ensuring streamlined and accurate information flow through the point of fulfillment for each and every delivery.

- **Better access to information**: Provide delivery personnel with views of appropriate customer account details and promotions to facilitate more informed service and opportunity to upsell.

- **Consistent performance**: Incorporate performance management analytics to gain detailed insight into field performance and to support workflow process tools that eliminate subjectivity and anomalies, ensuring uniform behavior across in-house employees and any third party, outsourced drivers.

By helping home delivery organizations optimize resource planning and implement real-time, automated processes, Oracle Real-Time Scheduler opens the door to exceeding customer expectations and driving repeat business.
Deliver what you promised when you promised it using a proven, scalable platform

It’s one thing to want to optimize the delivery process; it’s another entirely to automate it so you know customers are happy, revenue is ensured, and costs are contained. Providing that certainty is where we come in.

Oracle Real-Time Scheduler encompasses all the aspects of booking, optimizing, and executing appointments for the delivery of a variety of goods, with configurable processes and data flows, enterprise dashboards, and mobile communications that give retailers a critical advantage in the last mile:

**Configurable Operational Rules & Priorities**—Employ analytics to manage the parameters needed to maximize the availability and type of appointment slots and ensure efficient routing of delivery vehicles throughout the network – facilitating world-class service at a manageable cost.

- The scheduler considers all the permutations of delivery parameters to identify optimal appointment slots in seconds... not minutes.
- Deliveries get prioritized correctly with revenue in mind, so your most valuable customers automatically get the red carpet treatment they deserve.
- Constraints such as vehicle capacities and road networks are applied automatically, driving down fleet cost, re-visits and travel while getting more jobs done.
- Information throughout the service process can be captured, analyzed and presented via dashboards, where it can be used to drive best practice process, improving on-time arrivals, reducing overtime and minimizing cost of service.

**360° Visibility of Planned Activities and Exceptions**—Arm schedulers with real-time visibility of the operation, showing planned runs as a Gantt chart, in tabular form or on a map, including details on vehicles, drivers, deliveries and collections, depots and routes – expediting decision making and smoothing workflow.

- Real-time visibility of crucial information, such as vehicle availability and capacity, lets you easily handle unplanned customer requests, proving value when it counts most.
- True street-level routing is employed during appointment setting to ensure planned runs are efficient and delivery times achievable.
- Superior in-day event management provides alerts highlighting deliveries in jeopardy, overtime approval management and other tools to take the drama out of the unexpected, such as driving delays, staffing shortages, bad weather, and vehicle breakdowns.
Mobile Communications—Ensure drivers are fully informed about each stop on their run by including customer history, special requests or warnings. Also, capture or show key account information at the doorstep using laptops, tablets and handhelds – demonstrating high levels of professionalism.

- Route-optimized runs are made available to each driver, helping ensure on-time delivery and efficient operations.
- Delivery completion details can be captured directly on a mobile device, eliminating error-prone paperwork and freeing time for employees to focus on more valuable tasks.
- Disconnect alerts, panic buttons, intercommunication and real-time location awareness make sure your most valuable assets—employees—return safely every day.

Optimized Order-to-Doorstep Service Chain

Oracle Real-Time Scheduler

- Configurable Process
- 360° Visibility
- Mobile Communications
- Analytics

Efficient Operations

- Fewer delivery vehicles
- Fewer miles driven
- More deliveries per run
- Optimal staffing levels
- Lower fuel costs
- Reduced overtime

Customer-Centric Orientation

- Later cut-off times
- Meeting delivery promises
- Smooth handling of missed deliveries
- More slot availability
- Lower delivery charges
- Green options

DELIVERY

- Personalization
- Accuracy
- Responsiveness

Oracle Real-Time Scheduler Drives Efficiency and Customer-centricity Through the Service Chain
See how one client delighted its customers and reduced costs

Customer Profile
A United Kingdom retail business, with more than 200+ stores, supported 150,000 employees serving approximately 18.5 million customers per week. The company’s online business used more than 1400 vehicles to fulfil 50,000 home delivery orders per day.

Challenges
With online grocery shopping booming, the company was relying on home delivery to drive a substantial part of their almost $1billion U.S in annual revenue. Delivery reliability and suitability of appointment windows were cited by customers as the two most important drivers in determining choice.* Realizing business couldn’t be competitive using its existing system, which was limited to a fixed number of deliveries per hour, their home delivery service turned to Oracle Real-Time Scheduler to automate appointment booking, scheduling and routing.

The Results
Using Oracle Real-Time Scheduler, the company was able to quickly distinguish itself from the competition by offering customers a one-hour delivery slot—the only national bricks and mortar supermarket in the U.K. to offer this service at the time.

In addition to proving to be a competitive differentiator, Oracle Real-Time Scheduler provided a bevy of measurable efficiency, cost savings and customer service improvements, including:

- **50%**
  - On-time delivery increased between year 1 and year 2

- **20%**
  - Efficiency saving gained in the first year

  Reduction in mileage, savings in fuel costs, and improved staffing levels

*Source IDG Online Shopping

“Oracle Real-Time Scheduler has enabled us to improve our on-time delivery performance by 50%. When we accept orders from our customers, we now have a very high level of confidence that we will be able to deliver at the requested time.”

Grocery Operations Manager and ORS User
Evolve to higher levels of planning and performance

Complexities in business and customer process are inevitable in highly competitive and growth markets. These new challenges often quickly derail even the best-laid plans. With Oracle, you gain the peace of mind that comes with knowing your partner is a global leader in mission-critical business solutions.

Calling upon our long-term market experience, we can help you navigate growth and change, such as implementing white glove process or hybrid delivery models, instituting complex service level agreements or developing international sourcing and delivery channels. We do so by providing solutions that integrate and scale with you, unlocking additional features and functions as business requirements evolve.

Deliver world-class customer service to a new generation of consumer

In the last mile, mistakes are magnified. Make one and it’s very likely the last time you’ll see that customer, who will simply turn to one of the many other choices available in the market.

Oracle Real-Time Scheduler is built on the principle that each individual consumer now has his or her own definition of customer service excellence. Guessing what those definitions are is futile, but being able to deliver to them is not.

Oracle Real Time Scheduler provides visibility, flexibility, and optimization throughout the service chain, so you can meet each individual customer’s need—every time. In a modern, socially-driven and connected world, Oracle Real-Time Schedule delivers exceptional results, ensuring your customers become your best brand advocates.

Reduce deployment time, cost, and risk via the cloud

Oracle’s solution is available through the cloud, significantly speeding your ability to deploy and realize mobile workforce benefits.

Via Oracle Mobile Workforce Cloud Service, businesses can get Oracle Real-Time Scheduler up and running quickly with the tools and features they need most and transfer technology management activities to the Oracle Cloud. This cloud solution reduces technology costs and risks and empowers businesses to focus more time on their core operations.

With the addition of this implementation, customers can choose an option – in the cloud, on premise or a hybrid model – that best suits their business strategy, cost, technology and timeline needs.
CONTACT US

For more information about Oracle Real-Time Scheduler, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

OUTSIDE NORTH AMERICA
Visit oracle.com/corporate/contact/global.html to find the phone number for your local Oracle office.