

addHelix4CEP

a cargoNET solution

OPTIMIZE PRESENT – PREPARE FUTURE – GO DIGITAL!

Current requirements in the CEP industry

**Mastering the complexity
of logistics**

**Dealing with traffic,
delays & environmental
influences**

**Reducing costs & protecting
the environment**

The **courier and express parcel service provider (CEP)** industry is undergoing dynamic change - the boom in online retail and the COVID-19 pandemic have led to an enormous increase in parcel volumes. At the center of this are the increasing demands and expectations of customers, the societal focus on sustainability, rising costs and competitive pressure, as well as the challenging situation in the labor market - particularly in finding employees and retaining them over the long term.

The **customer** expects fast and punctual delivery in the smallest possible time window, communicated in good time. Alternatively, delivery to parcel lockers, secure drop-off locations, or trusted

individuals must be available. Ideally, changes should be possible until shortly before delivery.

Society is now feeling the effects of climate change and global warming on an almost daily basis and increasingly expects companies - especially in the transport and logistics sector - to operate sustainably and reduce emissions.

CEP companies have an obligation to their owners to operate successfully. To achieve this, it is essential to remain competitive in terms of both technology and cost/income. In addition to indispensable digitalization, recruiting qualified employees - and retaining them - plays a major role.

The digital foundation in the present ...

The **digitalization** and **optimization of processes** offer help in solving the challenges mentioned above. In the CEP environment, the focus is clearly on **efficient route planning and route optimization**. This involves a variety of complex challenges, from the volatility of demand to meeting delivery times and minimizing costs. At the same time, factors such as traffic conditions, roadworks, and opening hours must be taken into account when planning routes. The **addHelix4CEP** portfolio uses **real-time data, AI, and multi-dimensional solutions** to overcome these challenges and avoid delays.



The basis for digitization and optimization is accurate **geocoding of addresses**. We use a multi-level solution that integrates your preferred provider and, if necessary, compares the results from multiple providers to select the best one. Depending on your needs, providers such as OSM, HERE, Google, PTV, and of course local data providers can be integrated.



You can **plan your tours using a web-based graphical** interface, with state-of-the-art functions such as "snap" and "auto close," or by simply importing existing tour data. In addition to polygon-based planning, you can define exceptions for entire streets or specific house numbers that are served by other tours.



Routing

Based on geo-coordinates and route planning, packages are automatically assigned to routes, and **optimal routing is created at the street-number level**. Special streets and addresses are naturally taken into account. If an address cannot be successfully geocoded, predefined fallback scenarios are applied.



Tour Optimization

The **optimal delivery sequence** is determined shortly before the tour begins. Traffic conditions, committed time slots, opening hours, and pick-ups are all considered. Upon request, route planning can be **continuously optimized and updated**.



Estimated Time Of Arrival

Efficient route optimization forms the basis for precise delivery time windows. Based on our route optimization, you can inform recipients of the estimated time of arrival (**ETA**), thereby enhancing customer satisfaction. In case of unexpected issues, it is possible to contact the customer directly.

The services described are available on a modular basis and are specifically designed to optimize the "last mile." Industry experts agree that the "last mile" must be the focus of efforts to improve customer satisfaction and reduce operational costs.

... is the basis for success in the future!

Numerous key players and analysts see "dynamic routing", "overlapping routing" and even "dynamic pricing" as decisive future success factors. In future, the delivery driver will drive a fully optimized route in the morning and deliver the parcels following the dynamically optimized route according to the agreed ETA time windows. This will improve the driver's working environment, allowing them to start later and regularly receive new, varied routes. Tours will also overlap depending on requirements in terms of transport capacity, agreed delivery time and workload. Precise IT-based planning and optimization of delivery routes means that drivers can be deployed without precise local knowledge. This eases the personnel situation for delivery drivers - part-time jobs become just as possible as temporary employment relationships (e.g. students), as every driver can drive every route. As the driver takes on a "completed tour", it is no longer necessary to start the working day "in the middle of the night". The market - supply and demand - will continue to determine the price, but on a daily basis. In addition to capacity utilization, vacations and public holidays, traffic situations can also play a role.



Area Optimization



Routing



Tour Optimization



Stop Builder



Tour Estimator



Field Service Optimization



Transport Forecast



Warehouse Forecast



Weather Forecast

addHelix4CEP has it all

Thanks to our flexible solution approach, we can address all the challenges described with a comprehensive family of services.

addHelix4CEP makes you fit4future!

Dynamic routing and overlapping routing in particular make it possible to adapt delivery routes to current conditions in real time. This increases efficiency and ensures punctual deliveries, even for time-critical services such as same-day delivery and on-demand deliveries.

Customer demands for fast, transparent, and personalized deliveries are constantly increasing. addHelix4CEP enables you to meet these expectations by offering flexible delivery options and optimized processes for the last mile. The integration of dynamic territory structures, (micro) depots, and automated parcel stations is supported by addHelix4CEP, contributing significantly to cost reduction and increased customer satisfaction.

In a highly competitive market, flexibility and efficiency remain key to success. addHelix4CEP delivers exactly these benefits by enabling you to adapt and optimize your logistics processes.



FOR MORE INFORMATION, PLEASE CONTACT OUR EXPERT:

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