



Scalable Logistics Management: Enhancing Delivery Efficiency and Visibility



Customer Profile:

Our client is a forward-thinking logistics provider serving the Greater Toronto Area (GTA), Ottawa, and Montreal. They focus on offering flexible, reliable delivery solutions while maintaining industry-leading safety, delivery, and quality metrics. To enhance operational efficiency and meet rising customer demands, our client sought a robust, scalable solution for managing their logistics operations.

Background:

Logistics presents complex challenges, from managing diverse shipments to ensuring timely deliveries and maintaining supply chain transparency. Traditional manual processes often lead to inefficiencies, delays, and higher costs. Our client sought an advanced digital solution to streamline dispatch and order management, optimize routing, improve tracking, and boost overall logistics efficiency to maintain their competitive edge in a demanding market.

Client Requirements:

To improve their operations, our client outlined several crucial requirements:



Comprehensive Shipment Management

A platform capable of handling various shipment types (parcel, LTL, FTL) while optimizing routes and consolidating deliveries in real-time.



Route Optimization

Implement a solution that minimizes delivery times, particularly in high-traffic urban areas, and optimizes fuel efficiency.



Real-Time Tracking & Visibility

Provide real-time order tracking and proof of delivery, improving transparency for both clients and internal stakeholders.



Role-Based Access & Security

Ensure that different user roles (Admins, Clients, Drivers) have appropriate access to specific parts of the platform, improving security and streamlining operational workflows.



Scalability

Design the solution to support growing shipment volumes, allowing the client to scale their operations without compromising performance or service quality.

Bridgera's Solution:

In partnership with the client, Bridgera developed a highly customized, cloud-based dispatch portal that integrates seamlessly with third-party services, offering comprehensive logistics management capabilities:

❖ Platform Architecture:

- ❖ **AWS S3** for secure storage of order details and delivery documentation.
- ❖ **AWS Cognito** for robust, role-based user authentication, ensuring that only authorized personnel can access the platform.
- ❖ **Onfleet** for route optimization, helping drivers take the most efficient paths and reducing operational costs.
- ❖ **Gmail Integration** to automate email notifications, keeping clients updated on shipment progress and delivery statuses.

❖ **Advanced Shipment Management:**

The platform supports various shipment workflows, including consolidated and individual orders. Administrators can manage orders in real-time, edit details, and approve shipments directly through the portal.

❖ **Real-Time Tracking & Proof of Delivery:**

With Onfleet's integration, real-time tracking of all deliveries is enabled. Proof of delivery, including images, is captured and uploaded, ensuring transparency and accuracy throughout the process.

❖ **User and Role Management:**

Role-based access allows admins, operators, and clients to manage orders, monitor hubs, and perform other critical functions according to their roles. This improves security and operational control.

❖ **Bulk Order Processing:**

The platform supports bulk uploads of up to 500 orders, making it easier to manage large volumes, particularly during peak periods or large distribution events.

Results:

Bridgera's solution delivered tangible benefits to our client:



Optimized Operations

Enabling Onfleet's route optimization, our client also managed to shorten delivery times and cut operational costs while achieving maximum efficiency in handling the last mile of delivery flow.



Increased Transparency & Client Satisfaction

Real-time tracking, automated email notifications, and proof of delivery have improved communication with customers, reducing uncertainties and enhancing service quality.



Scalable Growth

The cloud-based platform has allowed the client to scale seamlessly, handling increased shipment volumes across GTA, Ottawa, and Montreal without a dip in service quality.



Enhanced Security & Compliance

With AWS Cognito for authentication, the platform ensures only verified users have access, enhancing security while maintaining ease of use.

Conclusion:

The partnership between our client and Bridgera has resulted in a cutting-edge dispatch and logistics platform. With advanced shipment management, route optimization, and real-time tracking, the platform has significantly streamlined logistics operations, improved service levels, and enabled our clients to meet growing market demands efficiently.

Impact:

The implementation of Bridgera's platform has allowed our client to improve their delivery operations across important regions while maintaining best-in-class safety, delivery, and quality standards. Through advanced technology and strategic collaboration, the platform provides real-time visibility, cost-effective route management, and the scalability needed for sustainable growth.