Optimize
last-mile delivery

And build your intelligent supply chain

E-commerce has seen a jump from strong growth to an explosion in demand. The huge increase in home deliveries has added to the intense pressures and costs of last-mile delivery for retailers, on-demand delivery companies and logistics providers.

While last-mile delivery is a key opportunity to delight customers and build loyalty, its complexity and costs also bring risks to reputations and the bottom line. Atos is ideally positioned to help you meet these challenges in three key areas. Firstly, we can help to enhance your customers' experience by offering more choice of delivery options and better user interfaces to keep track of orders. Secondly, we can help reduce congestion and carbon emissions, for example by providing visibility of the environmental impacts of customers' choices.And lastly, we can help reduce the high costs associated with last-mile delivery through automation and advanced analytics.

As a trusted partner, Atos can work with you to develop an innovation roadmap, and then help to orchestrate and integrate its development and deployment to achieve your goals. We build on our own capabilities while engaging with partners who are uniquely placed to further strengthen our offering.

We partner with HERE as the global leader in its market, with a state-of-the-art platform and location intelligence that is unrivalled in its richness, coverage, and flexibility. Together, we offer a unique combination of expertise to help you achieve your ambitionsand future-proof your operation as the digital and business landscape evolves.

Challenges of last-mile delivery

We know that efficient last-mile delivery can be a challenging problem to solve.

Manually planning and organizing multi-vehicle deliveries can be time-consuming. Limited visibility of the status of drivers and dispatches makes it even harder to make sure deliveries arrive at the right place at the right time.

If there are delays or errors, costs can spiral, and customer satisfaction takes a huge hit. What's more, inefficiencies add to congestion and pollution – and negatively impact conditions for drivers and warehouse personnel.

40-55%

of total delivery cost occurs in the last mile[1]

[1] The Last Mile Delivery Challenge, Capgemini, 2019; Counterpoint, 2020; Business Insider, 2018

Why Atos?

Enhancing your customers' experience

Leveraging data and analytics, we'll help you to generate actionable insights into your customers' individual needs and preferences. And we'll enable you to translate those into standout personalized last-mile delivery experiences. You'll empower your customers, increase customer choice, and enhance service levels to win and retain vital competitive edge.

55%

of customers will switch to a competitor with a faster delivery service[2]
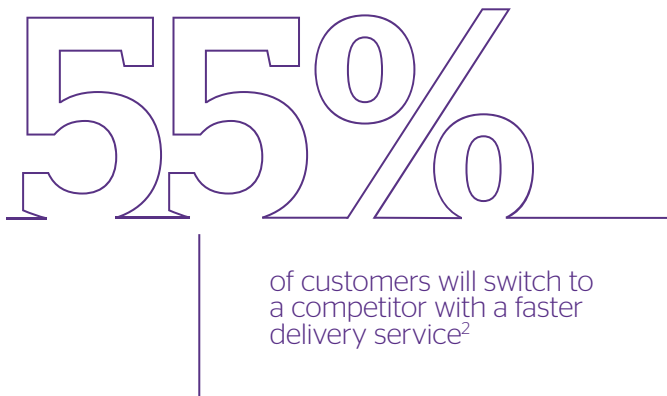
Cutting carbon emissions and lowering congestion

We help enterprises decarbonize operations and supply chains around the world, from initial assessment to digital and business process optimization. We can also work with you outside of your organization to offset the carbon you haven't yet removed from your own footprint.

We'll help you reduce costs and emissions, increase transparency and compliance, and decarbonize your supply and delivery chain thanks to last-mile delivery and intelligent supply chain solutions

Reducing your costs of operating

Enhance supply chain visibility and delivery reliability, automating entire processes with minimal manual intervention.

With data as a critical enabler, gaining greater supply chain visibility is key. We can help you collect and share data to track packages in real time from point of origin to final destination.

Data can come from logistics companies' operational and planning systems, from sensors in warehouses, on pallets in transit, and from telematics in trucks and on ships.

Why HERE?

HERE Last Mile: planning for your whole fleet

By integrating HERE Last Mile seamlessly with your existing systems and ways of working, we'll help you to enhance customer service and driver experience while cutting costs and CO_2 emissions.

Automated, dynamic, real-time

HERE Last Mile is a unique real-time route planning platform that uses maps, location and traffic data and algorithms for fast and efficient multi-vehicle operations. The platform organizes jobs across vehicles in your fleet, replacing manual processes with automated tools that save time and money.

For fleet managers there's a web dashboard for creating and dispatching tours based on job requirements, so they can create, review, dispatch, and view jobs for a whole shift, reducing planning times from hours to minutes.

For drivers there's an app with voice-guided navigation and traffic-aware routing from stop to stop, with proof of delivery by barcode scanning or signature collection to maximize transparency and close the loop between fleet planner and driver.

Make flexibility second nature, not a challenge

Whether your deliveries are pre-planned, same day on-demand, or forecasted, HERE Last Mile makes complex planning simple.

Optimization baked in. All jobs are organized and assigned to appropriate drivers with as few vehicles as possible, considering traffic conditions, availability, shift times, job priority, and any special requirements such as certification or vehicle type.

Dynamic routing and re-routing in real time. If new jobs need to be added to existing tours, re-routing is dynamic, and ETAs adjusted. Real-time turn-by-turn voice-guided navigation for current traffic conditions can be communicated to drivers from the app.

Closes the loop between planner and driver. With one platform providing the web dashboard and the app, implementation effort is reduced with no need for separate mobile app development; and drivers and dispatchers are on always the same page, with the same user-friendly tools from day one.

[2] The Last Mile Delivery Challenge, Capgemini, 2019

Together, Atos and HERE can provide the winning combination for your last mile delivery needs

Atos and HERE will help you optimize last-mile delivery and maximize your use of data while helping you build a resilient, sustainable, and future-proof digital operation and supply chain.
We'll work with you to orchestrate and integrate HERE Last Mile to help you gain full operational and costs benefits from day one.

Together, we bring:

Unrivalled data and location intelligence.
HERE Last Mile is enriched with global data and location intelligence not covered by other apps. Route planning takes account of vehicle size, for example to reroute around narrow streets or low bridges; and live traffic data informs near-term tours and the Last Mile driver app. Data is securely stored and we employ privacy by design as our development principle.

Unique insights to develop your intelligent supply chain.
Combining Atos' expertise in data analytics , decarbonization and intelligent supply chains with the unique capabilities of the platform, capabilities of the platform, HERE Last Mile can be seamlessly integrated into many systems; and we can help you evolve it.

What next?

While HERE Last Mile is ready to use, you'll get most benefit when it's integrated across all elements of your last-mile delivery operation without any impact on business continuity.
We'll work with you to make that happen, keeping implementation time to a minimum so that your fleet managers and drivers can immediately see the benefits of HERE Last Mile.

About Atos

Atos is a global leader in digital transformation with 105,000 employees and annual revenue of over € 11 billion.

European number one in cybersecurity, cloud and high performance computing, the Group provides tailored end-to-end solutions for all industries in 71 countries. A pioneer in decarbonization services and products, Atos is committed to a secure and decarbonized digital for its clients. Atos operates under the brands Atos and Atos|Syntel. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

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Let's start a discussion together