CoPilot®
Professional

OPTIMISED DELIVERIES

DPD Predict is a revolution in customer service that even after its launch, the competition still cannot match.

It's a case study in how end to end integrated technologies and services can be harnessed to deliver on a customer promise. It's the reinterpretation of the role of CoPilot Professional Sat Nav software that has proved to be one of the key driving forces in Predict's success.

CoPilot Professional – Delivering much more than A to B

Providing visual and audio instructions, CoPilot Professional is a satellite navigation that offers a familiar, easy to use navigation experience. Worldwide, there are over 200,000 drivers currently using CoPilot Professional satellite navigation.

It's software designed to integrate with mobile worker solutions on a range of device form factors, which, among other functions, providing real-time location and ETA timing data back into the corporate back end.

In the case of DPD, providing driver directions between pick up and drop off points is only half the story.

TASK

- Navigate delivery drivers between pick up and drop off points
- Produce an optimised delivery manifest measured against pre-defined customer service levels
- Provide customers with a one hour time slot for parcel delivery via SMS

DPD - THE RESULTS

DPD delivers approximately 500,000 parcels a day in the UK. In the last 12 months CoPilot Professional within Predict has helped DPD recognise the following landmarks:

- Over 98% of parcels delivered in the specified one hour time window
- 10% improvement in 'right first time' deliveries
- 17% reduction in fleet mileage
- 7% reduction in fleet size
- Be easy to use by all employees

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CoPilot® Professional

CoPilot Professional Sat Nav software has proved to be one of the key driving forces in Predict's success.

"DPD's Predict demonstrates how integrated satellite navigation can play a crucial role in improving overall corporate performance.

We're delighted that CoPilot Professional proved to be an instrumental component in the overall project."

Daniel Popkin
Senior Vice President, Enterprise Solutions

Optimal Routing

CoPilot Professional has the facility to calculate the most efficient routing for a trip itinerary of up to 200 stops.

And it's this factor – beyond the process of getting drivers from A to B - that was of primary interest to the Predict project team at DPD.

What if routing could be arranged to offer its corporate customer base the facility of one hour time slots for parcel delivery?

Predict – CoPilot's role

A schedule of deliveries is scanned into CoPilot Professional on the handheld issued to DPD delivery drivers.

Route optimisation takes place within the CoPilot Professional application, producing an optimised delivery manifest measured against pre-defined customer Service Levels.

Predict uses this data to work out the appropriate one hour delivery slot for the end customer, generating a SMS text message informing the customer of when to expect delivery.

This can of course be rescheduled by the customer if the timing proves to be inconvenient.

DPD drivers then have the scheduled loaded on their device with navigation becoming a one button push operation with each stop fully programmed.

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