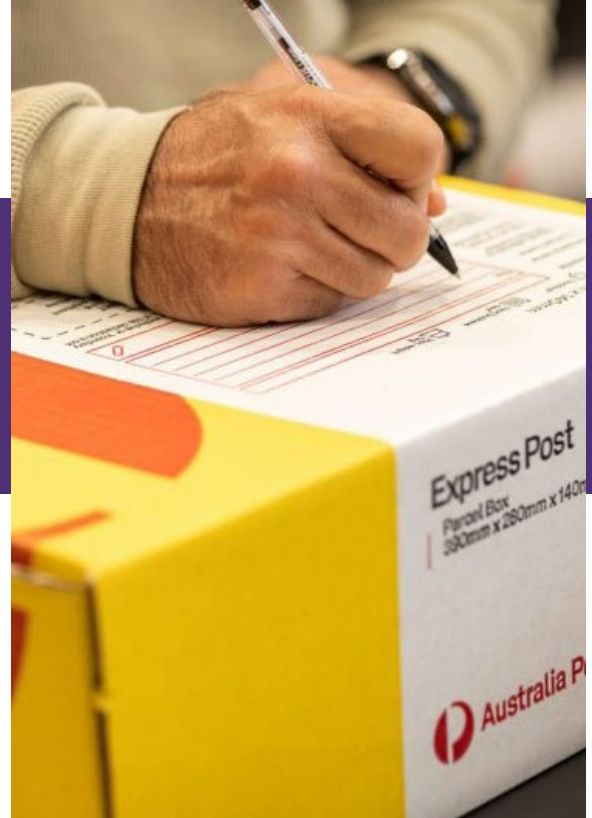


## CASE STUDY ↘

# Enhancing Efficiency in Parcel Delivery with e2open's Last-Mile Delivery Solution

Australia Post is a government-owned business enterprise that provides postal, retail, financial, and travel services in Australia. Its primary mission is to connect Australian citizens to the rest of the world and serve as a vital local hub for the communities and businesses they serve. The Post reaches more than 13 million Australian addresses, operates 4,330 postal outlets, and serves more than a million customers in postal outlets every business day.



## The situation

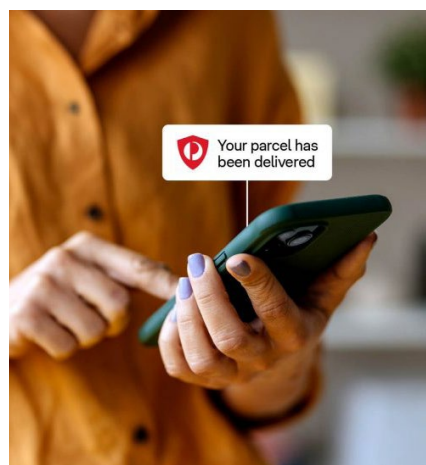
The Covid-19 pandemic resulted in a rapid and significant uplift in parcel volumes as a large part of the population turned to eCommerce to gain access to products during extended lockdown periods. Australia Post was deemed an essential service during this time and was given temporary regulatory relief, enabling thousands of Posties to transition from letters to parcel delivery. The shift from familiar, smaller zones to larger, unfamiliar areas posed logistical challenges that needed a strategic solution.

## The challenge

The challenge encompassed the need to seamlessly transition postal workers, now parcel drivers, to deliver efficiently in optimal sequences, estimate time of arrival (ETA) for each stop, allow manual sequence modifications, and navigate routes while considering various health and safety restrictions.

Australia Post sought a solution to provide drivers with a list of stops in the most optimal sequence, ensuring efficient delivery routes. Additionally, the solution needed to offer accurate

ETAs for each stop, allowing drivers to plan their schedules effectively and for recipients to be notified of pending deliveries. The capability to make manual modifications to the stop list was crucial to accommodate unexpected changes. Turn-by-turn navigation was essential for guiding drivers to the next stop seamlessly. Moreover, the solution addressed health and safety restrictions, including minimizing U-turns, reducing right-hand turns on specific road classes, considering speed restrictions, prioritizing side-of-street delivery, and incorporating real-time traffic conditions and roadside GPS coordinates for precise navigation.



## The solution

E2open's solution emerged as the tailored answer to Australia Post's complex dilemma. The solution's capabilities seamlessly provided drivers with an optimized stop list, allowing manual modifications and delivering accurate ETAs. Health and safety considerations were integrated into a customized optimization profile,



## Australia Post

### Challenges

- Ability of drivers to deliver efficiently in optimal sequences
- Lack of ability to plan routes efficiently
- Provide flexibility to allow manual sequence modifications for drivers
- Notify receivers of pending or changed deliveries

### Solution

- Automate routing of the delivery fleet and offer flexible scheduling and navigation for the drivers

### Application

- E2open Vehicle Routing and Scheduling (VRS)

ensuring minimal U-turns, limited right-hand turns, adherence to speed restrictions, and prioritized side-of-street delivery. The application is also seamlessly integrated with turn-by-turn navigation, factoring in real-time traffic conditions and utilizing roadside coordinates for precise guidance.

## The outcome

The new capabilities enabled through e2open yielded remarkable results for Australia Post. Initial results showcased a 60% improvement in driver efficiency, which soared to an impressive 83% after thorough analysis and fine-tuning. The solution not only met but exceeded expectations, establishing itself as the cornerstone for efficient parcel delivery as Australia Post's business continues to evolve.

In a nutshell, E2open's last-mile delivery capabilities successfully addressed the challenges faced by Australia Post in transitioning postal workers to parcel delivery. The seamless integration of optimized route planning, turn-by-turn navigation, and adherence to health and safety measures resulted in a substantial increase in driver efficiency. As Australia Post continues to adapt and grow, the e2open solution stands poised to provide a foundation for sustained efficiency in parcel delivery operations.



### Applications

E2open Vehicle Routing and Scheduling (VRS)



## About e2open

E2open is the connected supply chain software platform that enables the world's largest companies to transform the way they make, move, and sell goods and services. With the broadest cloud-native global platform purpose-built for modern supply chains, e2open connects more than 480,000 manufacturing, logistics, channel, and distribution partners as one multi-enterprise network tracking over 15 billion transactions annually. Our SaaS platform anticipates disruptions and opportunities to help companies improve efficiency, reduce waste, and operate sustainably. Moving as one.™ Learn More: [www.e2open.com](http://www.e2open.com)

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83% IMPROVEMENT IN

### Driver Efficiency



INCREASE IN

### Delivery Volume



COMPLIANCE WITH

### Health and Safety Measures