

Vehicle Routing and Scheduling (VRS) for Third-Party Logistics Providers (3PLs)

For 3PLs, last-mile delivery is not just about execution; it's about consistently delivering service across multiple customers, contracts, and SLAs while maintaining operational efficiency.

E2open Vehicle Routing and Scheduling (VRS) helps 3PLs **orchestrate multi-client delivery operations, dynamically optimize routes, and provide real-time visibility across customers**, enabling teams to scale efficiently while meeting diverse service commitments.

Typical outcomes include:

- **Improved fleet utilization** across multiple contracts and customers
- **Higher on-time delivery** performance across varied SLAs
- **Reduced cost per stop** through dynamic optimization and consolidation
- **Increased operational scalability** without proportional increases in dispatch effort

The last-mile challenge for 3PLs

3PLs operate in highly complex environments, coordinating multiple customers, delivery profiles, and service expectations within a single operation.

Multi-client complexity: Different customers bring different delivery windows, service levels, and operational rules, increasing planning and execution complexity.

Fragmented systems and processes: Disconnected tools across planning, execution, and customer communication limit visibility and control.



Pressure to improve margins: Competitive contracts demand continuous efficiency improvements while maintaining service quality.

Limited visibility across operations: Without real-time insight, managing performance across customers becomes reactive and resource-intensive.

Scaling challenges: Growth in volume or new customer onboarding can strain operations without the right automation.



Introducing e2open Vehicle Routing and Scheduling (VRS)

E2open VRS enables 3PLs to **standardize and scale last-mile operations across customers, combining route optimization, execution, and customer visibility** into a single platform.

VRS uses historical and real-time operational data to continuously evaluate routes, dynamically insert new jobs, and prioritize deliveries in line with service commitments.

The result is an approach that allows 3PLs to balance efficiency and service across multiple contracts while maintaining operational control.

How VRS supports multi-client operations

Continuous route optimization: Dynamically incorporate new jobs and changes across multiple customer workloads.

Customer-aware planning: Allocate and sequence deliveries based on SLA, priority, and operational constraints.

Manage by exception: Highlight service risks across customers, enabling dispatch teams to focus on critical issues.

Real-time communication: Enable fast coordination between dispatch and drivers to resolve issues and maintain service levels.

Operational standardization: Apply consistent processes across customers while supporting unique requirements.

Customer visibility and service differentiation

For 3PLs, visibility is a key differentiator.

VRS enables **customer-specific visibility experiences**, including:

- **Branded tracking portals and notifications per customer**
- **Real-time delivery updates and predictive ETAs**
- **Two-way communication for delivery instructions and issue resolution**

This helps 3PLs improve customer satisfaction while reducing service enquiries and operational overhead.

Data-driven decision support

VRS provides real-time operational intelligence across customers and contracts, including:

- **Predictive ETAs aligned to SLA commitments**
- **Identification of at-risk deliveries across multiple customers**
- **Continuous improvement through historical performance data**



Integration and deployment

VRS integrates into complex logistics ecosystems:

- Pre-built integration patterns with TMS, WMS, ERP, and customer systems
- Supports real-time data exchange across multiple customers and platforms
- Deploy as a standalone solution or integrated with e2open Transportation Management

Why VRS for 3PLs

Operate multiple customers on a single platform:

Standardize operations while supporting customer-specific requirements.

Scale efficiently: Handle increased volume and customer base without increasing operational complexity.

Differentiate through service: Provide superior visibility and customer experience as a competitive advantage.

Proven at scale: Support high-volume, multi-customer delivery environments across regions.

Solution capabilities

- **Plan and optimize across customers:**
 - Multi-client route optimization and consolidation
 - SLA-aware allocation and sequencing
 - Full and partial optimization
- **Execute and manage at scale:**
 - Dispatch portal with cross-customer visibility
 - Driver mobile application with execution workflows and proof of delivery
 - Real-time communication and exception management
- **Deliver customer-specific experiences:**
 - Configurable notifications and tracking portals
 - Customer-level visibility and communication
 - Digital proof of delivery

Transforming 3PL last-mile operations



Before VRS:

- Siloed customer operations and manual planning
- Limited visibility across contracts
- Reactive service management



With VRS:

- Unified, multi-client operational control
- Dynamic optimization and proactive exception management
- Scalable operations with improved service and efficiency

This shift enables 3PLs to move from reactive, fragmented operations to a unified, scalable model that consistently delivers both efficiency and service across customers.



Delivering scalable, service-driven last-mile operations

In a market where every contract is won and kept on service, 3PLs need more than point solutions and manual workarounds to run last-mile delivery at scale. E2open VRS brings multi-client routing, execution, and customer visibility together so teams can optimise continuously, manage by exception, and deliver consistent outcomes across diverse SLAs—without adding dispatch overhead as volume grows.

With VRS, last-mile becomes a repeatable, customer-ready capability that supports profitable growth—onboarding new clients faster, improving fleet productivity, and elevating the delivery experience.



Turn planning into consistent execution.

Speak with an e2open expert to see how VRS helps third-party logistics providers reduce costs, improve on-time performance, and respond faster to real-world disruptions.

Request a **meeting**

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