



**UNITXPRO**  
TECHNOLOGY EMPOWERS PEOPLE

# IMPROVING DISTRIBUTION EFFICIENCY FOR A CABLE MANAGEMENT SOLUTIONS COMPANY

PLANET  
**NEXTGEN**  
TECHNOLOGIES



## About TITAN GT

Founded in 1984, and currently operating out of four warehouses spread across the United Arab Emirates, TITAN GT a leading cable management solutions company specializes in the design and supply of high-quality cable management solutions and systems. With over 30 years of experience, their specialized services and products are engineered to meet the exact specifications and standards placed by engineering consultants, architects, interior designers, and contractors.



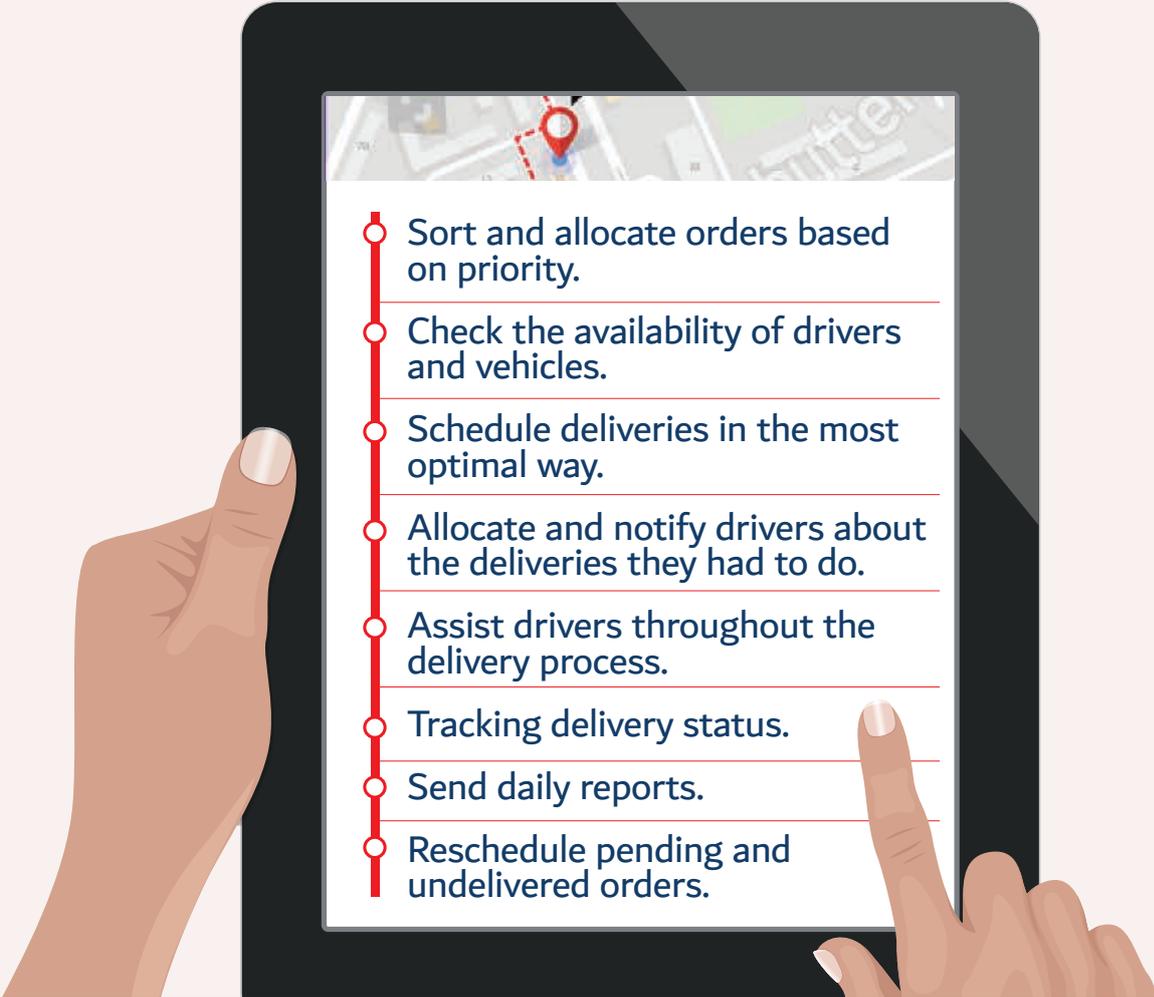
In a business where delivery time is critical, it is crucial to track delivery efficiency and achieve complete operational control. To enhance and manage their daily distribution operations, TITAN GT was seeking a solution that could help them establish a uniform and standardized method of executing activities.

*With a network of over 500 partners seeking time-critical deliveries of a diverse range of products, TITAN GT required a comprehensive and seamless operations control mechanism.*



# The challenge

The Logistics coordinator had to manage a distribution system that comprised of a fleet of vehicles. On a daily basis, the logistics coordinator had to manually prepare a delivery manifest by vehicle, based on the list of orders and the route. In addition, the logistics coordinator had to do the below mentioned activities:

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- Sort and allocate orders based on priority.
  - Check the availability of drivers and vehicles.
  - Schedule deliveries in the most optimal way.
  - Allocate and notify drivers about the deliveries they had to do.
  - Assist drivers throughout the delivery process.
  - Tracking delivery status.
  - Send daily reports.
  - Reschedule pending and undelivered orders.

*Order tracking, time management, ad-hoc request management and resource management were few of the challenges that the client faced on a daily basis with their transport operations.*



# The challenge

This process was tedious, inefficient and time consuming especially as these manifests had to be distributed to vehicles located in Abu Dhabi, Dubai, Sharjah and Ajman. Keeping all stakeholders up-to-date in real time added to the complexity of the challenge. Order tracking, time management, ad-hoc request management, resource management were few of the critical problems that the cable management solutions company faced on a daily basis

with their transport operations. Moreover, all delivery related logs were updated manually in the order inventory document, these documents consisted of the status of all deliveries completed for the day, pending orders and important parameters like transit time, order response time and customer feedback. Since all of this was recorded on MS Excel spreadsheets and physical documents it was difficult to track and analyze operational performance.



*All delivery related logs were updated manually in the order inventory document that included status of deliveries, pending orders and other important parameters.*



# Solution provided by UnitXPro

## The 'dynamic driver to vehicle assignment' functionality

January 29, 2018  
▲ High | ▲ Medium | ▼ Normal  
Not Completed: 0 | Completed: 9 | Expired: 0 | Pending: 0

▲ Mujahid | Daily Delivery | Eltec\_ET18010006S  
Start Date: 29-01-2018 End Date: 29-01-2018

Marwan SHJ| Daira | G.I Conduits and Accessories | 29/01/2018 09:30:00 | 29/01/... [Read more](#)

<b>Client :</b> Eltec	<b>Duration :</b> 2 Hrs	<b>Event :</b> Controllable	<b>L :</b> Logistics Coordinator
<b>Shift :</b> I	<b>Start :</b> 29-01-2018	<b>Type :</b> Opening	<b>R :</b> Driver
<b>Tolerance :</b> 0 days	<b>End :</b> 29-01-2018	<b>Actual Cost :</b> 8300	<b>C :</b> General Manager
<b>Risk :</b> Customer Satisfaction & Brand risk	<b>Shared Count :</b>	<b>Penalty :</b> Impact on your daily scorecard - p...	<b>I :</b> Logistics Coordinator
<b>Completed :</b>		<b>Budgeted Cost :</b> 0	

UnitXPro simplified and streamlined the delivery scheduling process with a “dynamic driver to vehicle assignment” functionality, allowing the logistics coordinator to upload the entire delivery manifest to the system. When the manifest is uploaded to UnitXPro, the system creates a scheduled task for each delivery. It then automatically allocates these tasks to the drivers and assigns them vehicles, thereby significantly reducing the overall time and effort by more than two hours daily.

Each driver logs in with a unique UnitXPro ID and is presented with an overview of all the deliveries they have to complete for the

day, based on its priority. Drivers can now start executing their delivery operations without any external assistance as UnitXPro provides them with all the information they would require, on demand. Using custom task response feature of UnitXPro, key delivery information is gathered and used for evaluating and improving operational performance thereby delivering a better service.

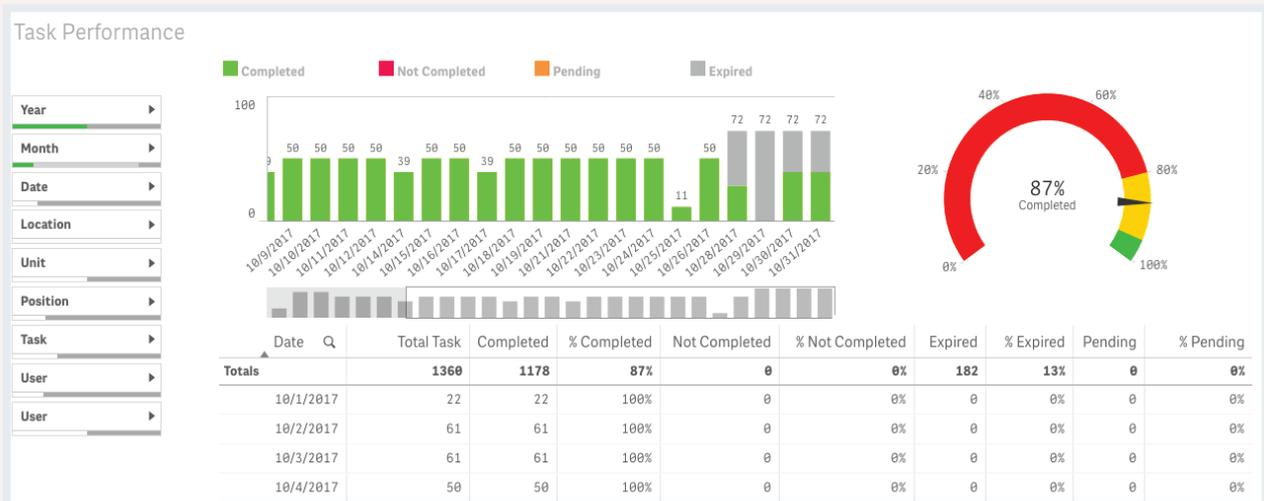
UnitXPro also provides a feature for the sales managers to track and view their customer’s order statuses in real time thus, providing a better customer service.

*Each driver logs in with a unique ID and is presented with prioritised task list of all the deliveries they have to complete for the day.*



# Solution provided by UnitXPro

## The powerful inbuilt analytics tool



The powerful inbuilt analytics tool is utilized to analyze operational performance and sales information graphically. This flexibility offered by UnitXPro has proven to be exceptionally helpful, as they are now able to track all the pending, ongoing and completed orders, streamline the operations and improve the overall operational efficiency.

The business insights provided by UnitXPro through the consistent flow of data analytics and the mobility feature provided

by the cloud based platform has helped the company reorient their existing business structure in a way that maximizes productivity and operational performance.

Be it planning of daily deliveries, scheduling and optimizing vehicles, communicating with staff or evaluating customer satisfaction levels, UnitXPro's flexible, adaptive and robust solution has proven to be a complete solution that covers all aspects of TITAN GT's distribution operations.

*The client is now able to track all the pending, ongoing and completed orders, streamline orders and improve overall efficiency.*



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