



Questions to Ask When Considering a Delivery Management Solution

Choosing the right delivery management solution is the key to meeting all of your business' specific needs and providing a fast and efficient delivery service. You need to make sure your delivery management solution enables you to accomplish all of your delivery goals and ensures your customers will receive a timely delivery and enjoyable customer experience.

Here is a guide with questions to help you evaluate different delivery management technology providers in ten key areas.



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Scheduling & Routing

- Does your current solution allow you to plan routes based on your specific delivery demands and constraints including vehicle capacity, urgency, and specific package requirements?
- Can you adjust your delivery schedules for unexpected demand easily, immediately, and automatically?
- How many deliveries per day do your drivers perform?
- Can you support on-demand, same-day and scheduled deliveries?



Customer Service

- Do you currently provide your customers with real-time delivery tracking?
- Can you currently support your customers with real-time information received from the operations, deliveries and drivers?
- How does your customer service manage customer inquiries?
- What type of customer support is available?
- Can your customers currently choose a delivery time and place of their convenience?



Mobile Application

- Can your drivers access all of the delivery information they need and receive changes in real-time?
- Can your drivers update customers using the app?
- Can your drivers easily collect the proof of delivery?
- Can your drivers manage their day-to-day activities effectively?
- Does your solution enable you to create a marketplace that allows drivers to easily pull predefined delivery routes?





Visibility

- Does your current solution allow drivers to share their location, package information, and proof of delivery from the mobile application?
- Does your current solution give you a real-time overview of your entire delivery operation?
- Can you track, monitor, and manage all of your deliveries from one easy-to-use dashboard?
- Does your current system enable you to create reports allowing you to track progress and business KPIs in order to analyze and improve business performance?



Customer Engagement

- Can your solution measure customer satisfaction and driver performance immediately?
- Can you provide a consistent and seamless experience throughout the customer journey?
- Can you guarantee your customers on-time, as-promised deliveries?
- Can your customers decide when and where to receive their delivery?



Configurability & Upgrades

- Can your current delivery management solution be customized to match your business goals?
- When was the last time you updated your solution? How long did it take?
- How do upgrades impact your business?
- Can user permissions be set to allow specific users to make changes?
- Are you currently using a white-label solution?





Scalability

- Does your system allow you to adapt and grow alongside your growing business needs?
- Can you create a flexible delivery network combining in-house drivers as well as independent contractors and third-party logistics providers?
- Does your current solution allow you to integrate with other technologies/external systems?
- Is your current solution modular-based enabling you to add more features as needed?
- Does your current solution provide driver onboarding for easy hiring and training?



Productivity

- Does your system proactively monitor and maintain mission-critical performance?
- Does your system enable various functionality to different stakeholders in the organization?
- Does your system offer collaboration tools to your employees?



Flexibility

- Does your current solution let your customers modify their orders in real-time?
- Can you currently use your solution to recruit and manage new drivers to meet your business needs and adapt to unexpected demands?
- Can you share delivery assets between different locations?



Implementation & Support

- How long will the implementation process take?
- What ongoing support resources, such as technical support, are provided after implementation?
- Does your system provide a user-friendly interface and intuitive processes?



Talk to Us

Contact us to learn more about the
Bringoz Delivery Management Solution
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We'll be happy to consult with you about your business'
delivery needs and provide you with a tailored solution.

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