



# Transport Management and Last-Mile Delivery Services

Wipro's supply-chain expertise provides transportation and logistics companies with innovative track and trace capabilities that enable real-time visibility of operations, enhance customer experiences, and improve overall efficiencies.

In today's supply chain, effective transportation strategies are essential to meeting business goals and staying competitive. Due to the pandemic, enterprises are facing greater production and distribution challenges and are relying more heavily on digital platforms to maintain business continuity.

Wipro's transport management and last-mile delivery offerings enable companies to adopt to today's unprecedented business environment and enhance their operations while reducing costs and improving customer service. Our comprehensive approach provides businesses with full visibility throughout the supply chain to monitor timelines, quality, and overall performance.

## Key Benefits

- **Improve track and trace capabilities and visibility of operations.**
- **Reduce complexities and lead times in managing multimodal shipments.**
- **Accelerate time to market by 10% and better adapt to market changes.**
- **Decrease configuration errors by up to 50% and reduce implementation times and costs.**
- **Automate transportation and last-mile processes, including routing and fleet management.**

## Features

**Customer and vendor management:** Ensure effective partnerships with vendors and deliver quality results to customers while simplifying the end-to-end order lifecycle.

**Fleet management:** Gain more control over on-ground fleet operations with real-time visibility into supply-chain activities.

**Routing optimization:** Enhance last-mile delivery operations by leveraging real-time ETA data and map integration tools.

**Track and trace capabilities:** Quickly determine the current and past locations (and other information) of a unique item.

**Online order and fulfillment:** Receive orders through online portals, helping streamline planning and fulfillment tasks.

**Our TM and last-mile services are transforming supply-chain operations by optimizing processes for new efficiencies that result in accelerated time to market and improved customer service.**

## Wipro's Differentiators

- In-house business architecture frameworks and blueprints that solve TMS and last-mile challenges.
- Expertise in planning for future challenges and executing TMS and last-mile solutions with a clear roadmap.
- Innovative tools and accelerators that fast-track deployment and upgradation tasks.
- Experience in best-of-breed packages and next-generation products.

## Customer Impact

Delivered **20M** packages per day on average.

Improved operations with an **18%** drop in missed pickups.

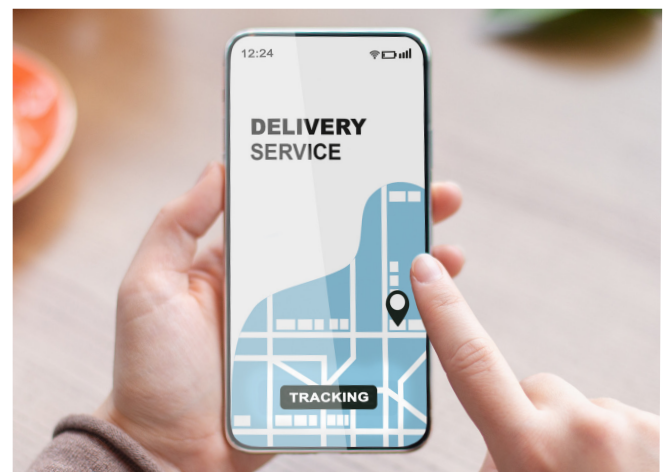
Reduced fraudulent transactions by **30%**.

Reported cost savings of **8–10%**.

## Success Stories

Wipro helped a major U.S. third-party logistics trucking organization with the successful implementation of last-mile delivery solution. Using the company's in-house capacity-planning and scheduling platform and an external partner's last-mile delivery solution, Wipro enabled the client to improve its freight consolidation, fleet management, and route optimization operations.

Wipro also helped a leading French logistics company migrate from its legacy transport management applications to a CargoWise platform to better support their freight forwarding activities. The upgrade resulted improved floor operations, enhanced application support, and a reduced backlog.



## Team Overview

Our supply-chain teams for TMS and last-mile projects consist of:

**450+** supply-chain consultants

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**250+** transportation and logistics consultant

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**100+** Manhattan TMS/warehouse management system (WMS) consultants

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**50+** JDA TMS/WMS consultants

## About Transport Management and Last-Mile Delivery Services

Wipro's TM and last-mile delivery services enable transportation and logistics organizations to meet the increasing demand for real-time visibility and traceability across the supply chain. Our team assesses a client's operations, crafts a strategic roadmap, and delivers best-in-class solutions customized to an organization's goals and challenges. Built on a combination of technical expertise and industry experience, our tools and accelerators are compatible with systems such as CargoWise, Manhattan, Oracle, and Blue Yonder and enable clients to strengthen their transportation operations.





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strong commitment to sustainability and good corporate citizenship, we have over 190,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

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