



Logistics managed services for your outsourcing needs

Pioneers in providing last-mile delivery and logistics solutions to assist your end-to-end operations with a focus on automation and a digital-first approach

The logistics market size is projected to grow at a CAGR of 3.5% due to rapid digitization. However, digitizing logistics is a costly process with a lot of complexities related to data management. These complexities, if not managed properly, will amount to subpar customer experience, which in turn will result in loss of market share to competitors. **Our domain expertise lies in circumventing these complexities and providing the best-in-class customer experiences to ensure high CSAT scores.**

Wipro helps companies manage logistics on a professional level by offering solutions that help optimize freight passages, freight transportation modes, reverse flow of goods, and inventory levels

Key Takeaways

Wipro offers digitally driven solutions for the following logistics operations-



Logistics Management

- Contract Lifecycle Management
- Order Management and Fulfillment Support
- Fleet Management & Maintenance
- Master Data Management
- Vehicle Management
- Analytics as a Solution
- Route Optimization & Last-Mile Delivery
- AR/VR Pickup Management



Customer Management

- Customer Services
- Billing
- Duty Drawbacks
- Rebooking and Reporting



Freight and Back-Office Ops

- Shipment Allocation on Flight/ Ship (Load Management)
- Documentation as a Service
- Airway Bill Verification
- Additional Surcharge Validation
- P2P Brokerage Vendors invoice processing
- Bill of Lading

Key Benefits



Our solutions are highly integrated with a robust delivery framework and help companies enhance their productivity by 30% while helping to reduce error likelihood by 25%.

Features

- Providing customer account management for assistance during online booking, complaint logging, tracking shipments, and dashboard analytics of SLAs
- Deep investigation management of chargebacks
- AI-enabled solutions for quick authoring, review & negotiation to achieve operational efficiency during the contract management lifecycle
- Comprehensive solutions for database management, obligation tracking & legacy migration, leveraging AI/ ML and our expertise in RPA
- Optimal fleet selection, capacity tracking of vehicles, asset utilization, driver behavior analysis, fleet cost, route planning and scheduling to ensure a vast coverage of fleet management
- Facilitate documentation completion for port of receipt and port of destination
- Verification of shipments' details, customs charges commodities, rates, applicable fees in a seamless process flow
- All solutions are supported by cutting-edge technology such as AR, VR, predictive modelling, and analytical services for improvement and digitization of crucial problems

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Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its

comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have over 180,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

For more information, please write to us at info@wipro.com

