Shipment Misroute Management Solution
Travel, Transportation and Hospitality
With the rising demand for shorter delivery timelines and real-time shipment information, many logistics companies struggle to arrest instances of shipment misroutings. In addition to implementing corrective measures for misloads, it is imperative to optimize the entire journey, from the origin to the destination. A shipment can get misrouted at the origin, transshipment location, or at the final delivery hub, negatively impacting the time and cost aspects. Organizations need a solution that enables dock workers to identify wrong shipments being loaded into transport units – containers, trucks, unit load devices (ULDs), and package cars.

Tata Consultancy Services' (TCS) Shipment Misroute Management Solution helps dock personnel at terminals to validate that the correct shipment is loaded into the correct transport unit. The solution uses advanced analytics to eliminate possibilities of misrouting and misdelivery of packages, enhancing the operational efficiency for logistics companies.

**Overview**

Logistics companies face an array of issues related to shipment delivery. Mishandling of shipments delays delivery and affects the payment cycle. This results in poor customer experience and may increase the overall customer churn rate. To address customer dissatisfaction and delays, companies must ensure quicker identification of misrouted shipments and redirect them to respective consignees within stipulated timelines. This requires logistics companies to deploy advanced technology solutions that provide real-time visibility into the shipment delivery cycle. With sophisticated track-and-trace capabilities, such a solution can improve the delivery accuracy and lower the cost of operations.

TCS' Shipment Misroute Management Solution uses the Internet of Things (IoT) to facilitate greater visibility into in-transit shipping information. It helps create a connected workforce that utilizes wearable devices and radio-frequency identification (RFID) tags to gain real-time insights into product locations. Shipments bearing RFID tags can be easily identified by a dock worker’s wearable device. Similarly, transport units can be fitted with preconfigured beacons. These devices map the shipment’s location to the final destination, and notify concerned dock personnel in case a mismatch is found during the loading process. Through effective and accurate data capture, the solution boosts the delivery efficiency and helps realize significant cost benefits.

**Benefits**

TCS’ Shipment Misroute Management Solution consolidates data from multiple sources, enabling logistics companies to track their shipments and containers in a seamless manner. Key benefits include:

- **Reduced misrouted shipments:** Our solution boosts the yield per delivery through accurately mapping shipments against respective transport units. This also ensures timely delivery, and reduces the costs associated with rectifying misrouted consignments.

- **Improved quality control:** The solution optimizes service level agreement (SLA)-based delivery by implementing standardized processes in the shipment delivery lifecycle.
**The TCS Advantage**

TCS delivers value to your business by increasing delivery efficiency and reliability. Partner with us to gain from our:

- **Domain expertise**: With over 20 years of experience in partnering with industry leaders, TCS has developed deep domain expertise and technical know-how. This helps us support logistics companies as they address operational challenges leveraging advanced technology solutions. Our IoT and RFID capabilities transform and optimize existing transportation delivery processes, minimize delivery errors, and increase revenue.

- **Innovation capabilities**: TCS has set up a dedicated Transportation Innovation Lab where our subject matter experts and research scientists develop ideas and frameworks to provide next-generation solutions to resolve industry challenges. The lab offers an interconnected research ecosystem that facilitates the development of transformative solutions. Our experts analyze current industry scenarios and emerging trends to provide strategic customer-oriented solutions.

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**Enhanced customer satisfaction**: Through advanced data capture and proactive misroute identification capabilities, TCS’ solution ensures on-time deliveries, and reduces instances of failed commitments.
Awards & Recognition

To know more
Visit Travel, Transportation and Hospitality pages on tcs.com
Email: global.tth@tcs.com

About Tata Consultancy Services Ltd (TCS)
Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India’s largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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