

Mastering Logistics: A Data-Driven Journey with Power Apps to Transform Global Delivery

ABOUT THE CLIENT

Our client is a global shipping, transportation, and logistics leader, providing rapid, reliable, time-definite delivery to more than 220 countries and territories. With a workforce of over 575,000 employees worldwide, the company is committed to safety, ethical standards, and meeting the needs of customers and communities.

THE CHALLENGE

The client faced a significant challenge with a large set of customer data that was not validated or authenticated, leading to various issues that impacted operational efficiency and customer satisfaction:

Inefficient delivery processes

Delivery agents relied on unreliable data, leading to delays and wasted effort.

Communication gaps

The absence of direct communication channels caused inaccurate or delayed updates, hindering operational efficiency.

Data management hurdles

Lack of centralized storage made it difficult to access validated data, impacting data integrity and accessibility.

Complex data entry

Agents struggled with cumbersome data entry procedures, leading to inefficiencies in task assignment and workflow disruptions

Quality control concerns

Real-time validation was absent, resulting in inaccurate and ambiguous customer information

Time constraints

Manual validation processes consumed valuable agent time, impacting route optimization, timely deliveries, and ultimately, customer satisfaction

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SOLUTION

Recognizing the need for a data-driven approach, they partnered with Acuvate to develop a custom Power Apps application. This innovative solution addressed the challenges head-on by:

- Centralized Validation**
 Contact center agents were assigned customers in a round-robin manner for data validation via the app.
- Seamless Communication**
 Agents engaged in direct communication with customers to confirm and update information in real time.
- Data Storage & Integration**
 The app securely stored validated data in an SQL database and synced seamlessly with Dataverse tables, ensuring data integrity and accessibility.
- Ease of Data Entry**
 Our application streamlines the process of entering customer data and assigning tasks to contact center agents, enhancing operational efficiency
- Improved Data Quality**
 By validating customer information in real-time, our solution strengthens the accuracy and reliability of the data, reducing errors and ambiguity.
- Time Savings**
 With validated and authenticated data readily available, delivery agents can optimize their routes and operations, reducing delivery times and improving customer satisfaction.

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TECHNOLOGIES USED



Power apps



SQL database



Dataverse tables

IMPACT

20%

Reduction in Delivery Time

30%

Enhanced Data Accuracy

25%

Streamlined Workflow

25%

Boosted Operational Efficiency

15%

Strengthened Customer Relationships

About Acuvate

With over 17 years of experience in digital solutions, accelerating enterprise-wide digital transformation with our AI accelerators, we provide solutions and services that modernize, automate and support organizations. We help our customers transform their conventional processes to match the next-generation technological trend. We have a strong presence in the US, Europe, and the Middle East, where we serve multiple Fortune 500 companies. We specialize in New-age AI solutions, Migration & Modernization, and Digital Workplace Solutions. With our multi-skilled experts and packaged AI accelerators, we deliver unparalleled efficiencies and accelerate time-to-value for our customers.