



First & Last Mile Logistics

PLATFORM

The ultimate platform for flexible, efficient and green First & Last Mile logistics



Milkman Platform for First & Last Mile Logistics

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 - 2.1 Smart Promise
3. Planning & Execution Management System
 - 3.1 Control Tower
 - 3.2 Support for Depot Operations
4. Beyond the Legacy Routing System
 - 4.1 Mobile App for Drivers
5. Continuous Intelligence

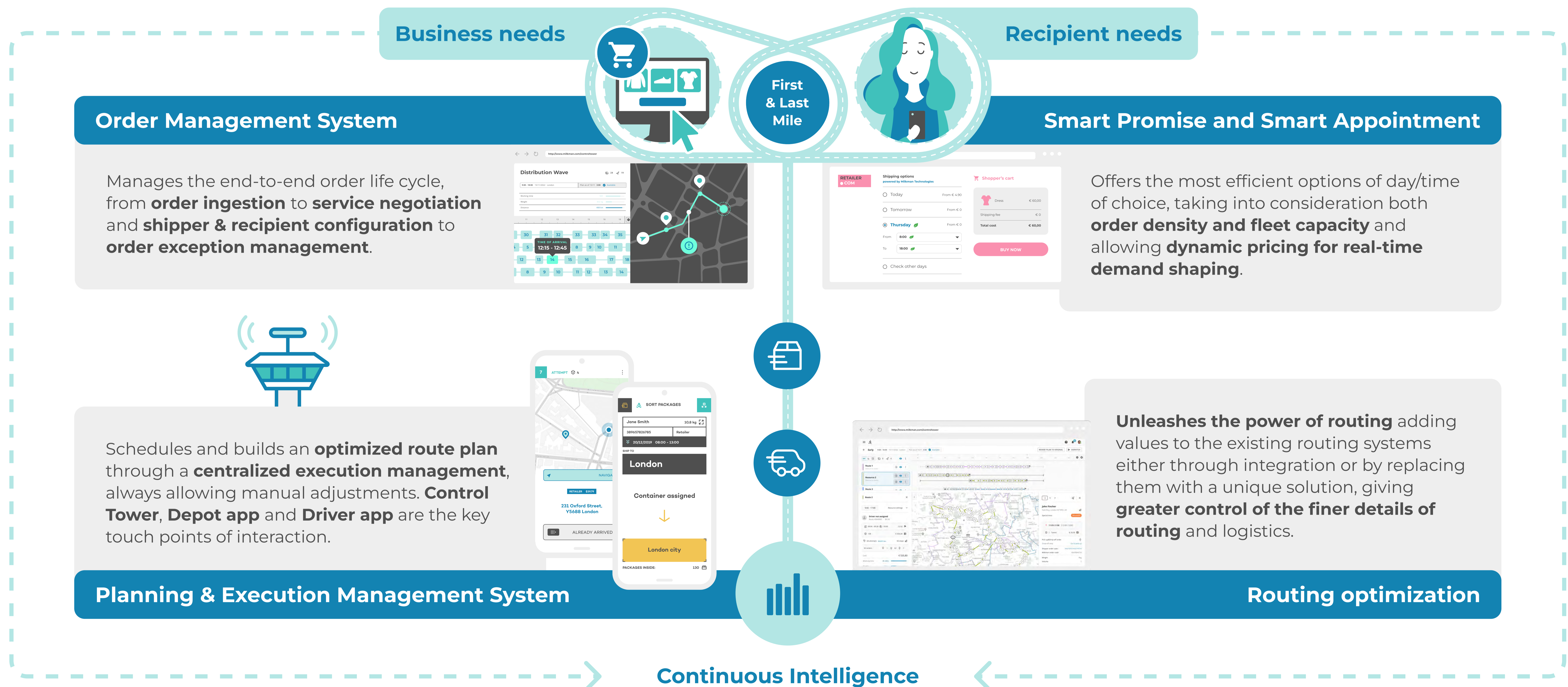


1. Milkman Platform for First & Last Mile Logistics

A cloud-based platform for First and Last Mile Logistics **empowering B2B organizations to increase profitability**, providing full control and visibility of the costs-to-serve, process automation, and digitization.

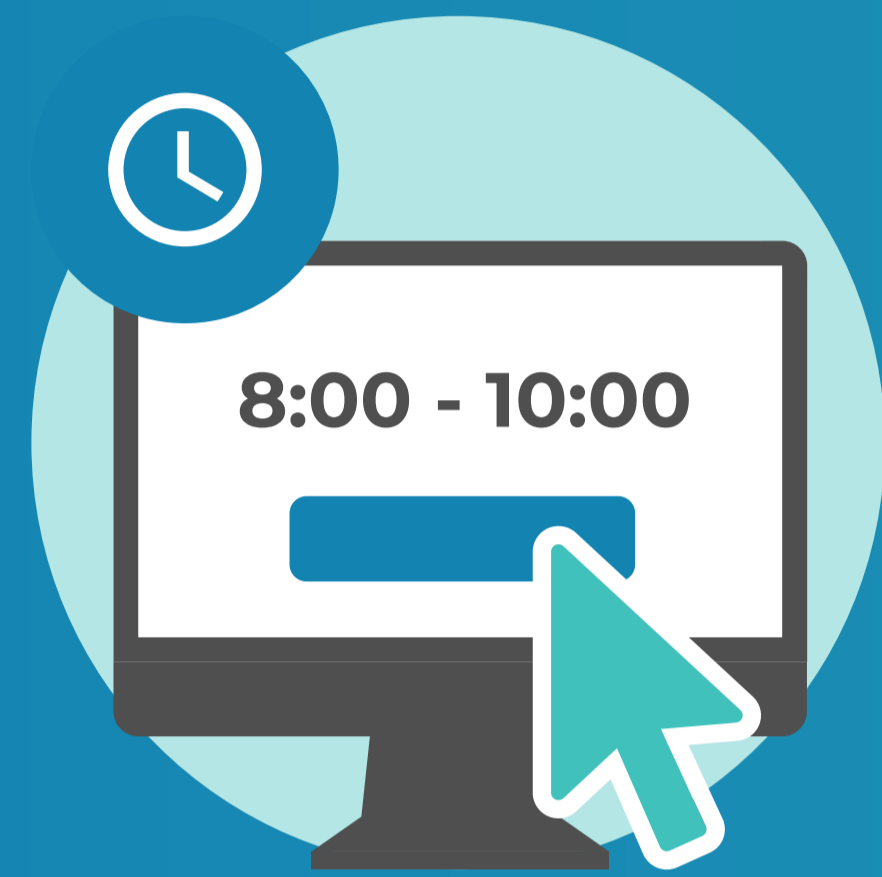
Born as a logistic carrier in 2015, Milkman experienced the challenges of an industry that relies on complex fulfillment networks supported by disjointed digital systems. Overcoming these silos and inefficiencies became our main goal. **Milkman is now a leading technology provider of logistics operations**, counting with €39 million in funding and 20+ customers across Europe.

The Milkman Platform is certified and [listed on the SAP Store](#) and it is integrated with SAP Transportation Management and SAP Commerce Cloud.



Milkman Platform for First & Last Mile Logistics

Main Benefits



Gain full governance of the **Shipper order**



Align **customer service** with **operations** for full visibility and control of the orders



Monitor **transportation costs** per each customer and territory



Access and manage all information from a **single easy-to-use** cloud platform



Implement **centralized and automated** service policies



Digitise **Data** and run analytics to **optimise processes**

2. Milkman Order Management System

This is the core of the Milkman Platform. It is configured to manage the **end to end order life cycle**, orchestrating the following main services:

1. Order ingestion

2. Service negotiation

3. Per shipper configuration

Milkman Order Management enables pricing standardization/centralization, tracking and monitoring the transaction vs the standard price list.

Shipper Configuration enables multiple shipper's requirements e.g: Service Levels, Delivery rules, Reverse logistics etc...



Service Type Configuration is the capability that allows additional and more complex type of services configuration e.g. installation, trade-ins, etc..

Distribution Network Configuration is the capability that configures:

- service coverage and level per areas and sub-areas, considering relevant criteria (e.g. postal codes)
- assets (fleet) distributions
- service frequency & automation rules

Alerts & Notification providing facts and advice in real-time throughout the order journey and taking into account incidents that may occur. Changes and updates are captured in the platform throughout the process. This capability allows hyper-automated approaches to guarantee fluid processes.

Milkman Order Management System

Main Benefits



Leverage **personalized contracts** per each Shipper



Reduce customer order query calls by **40%**



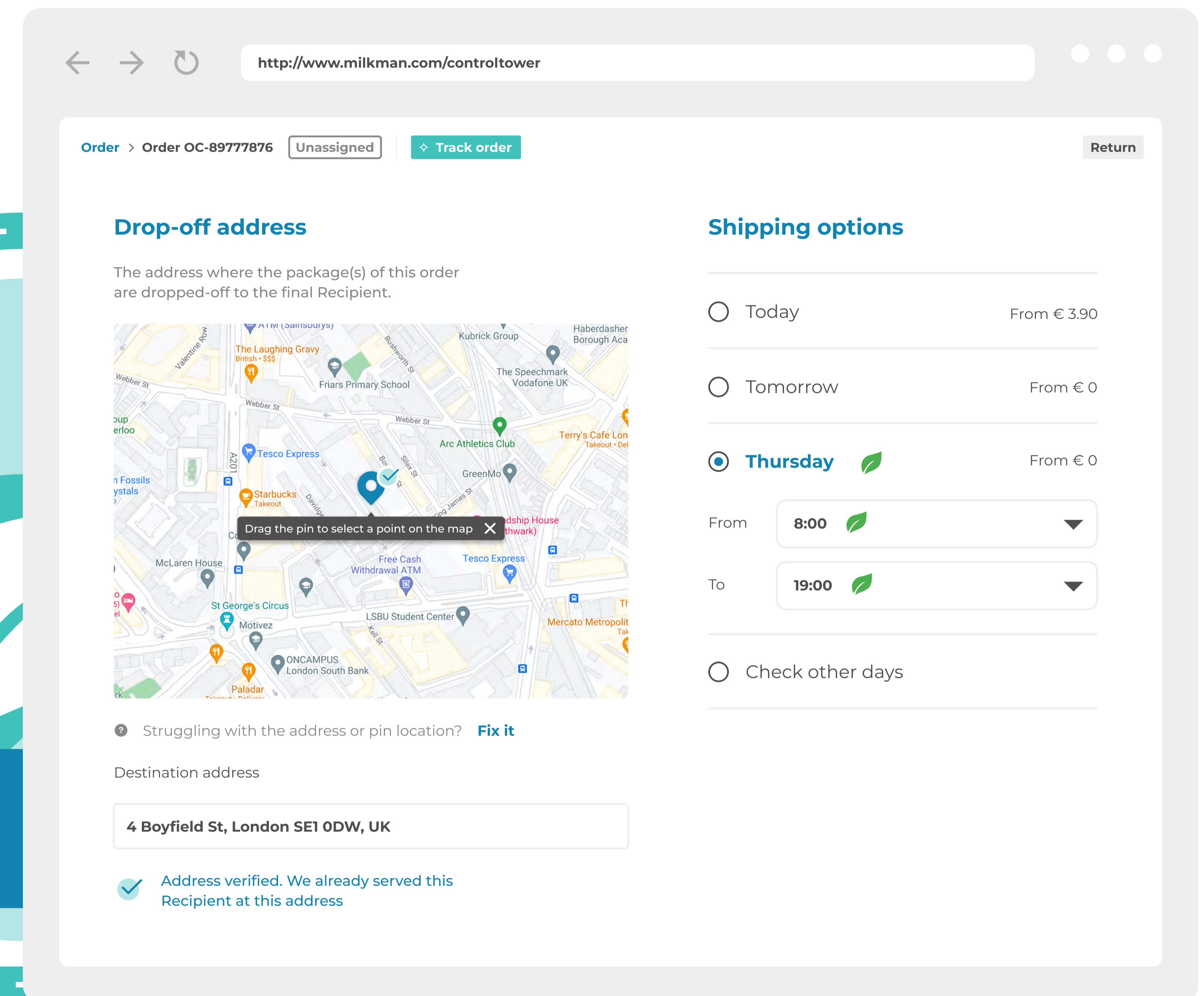
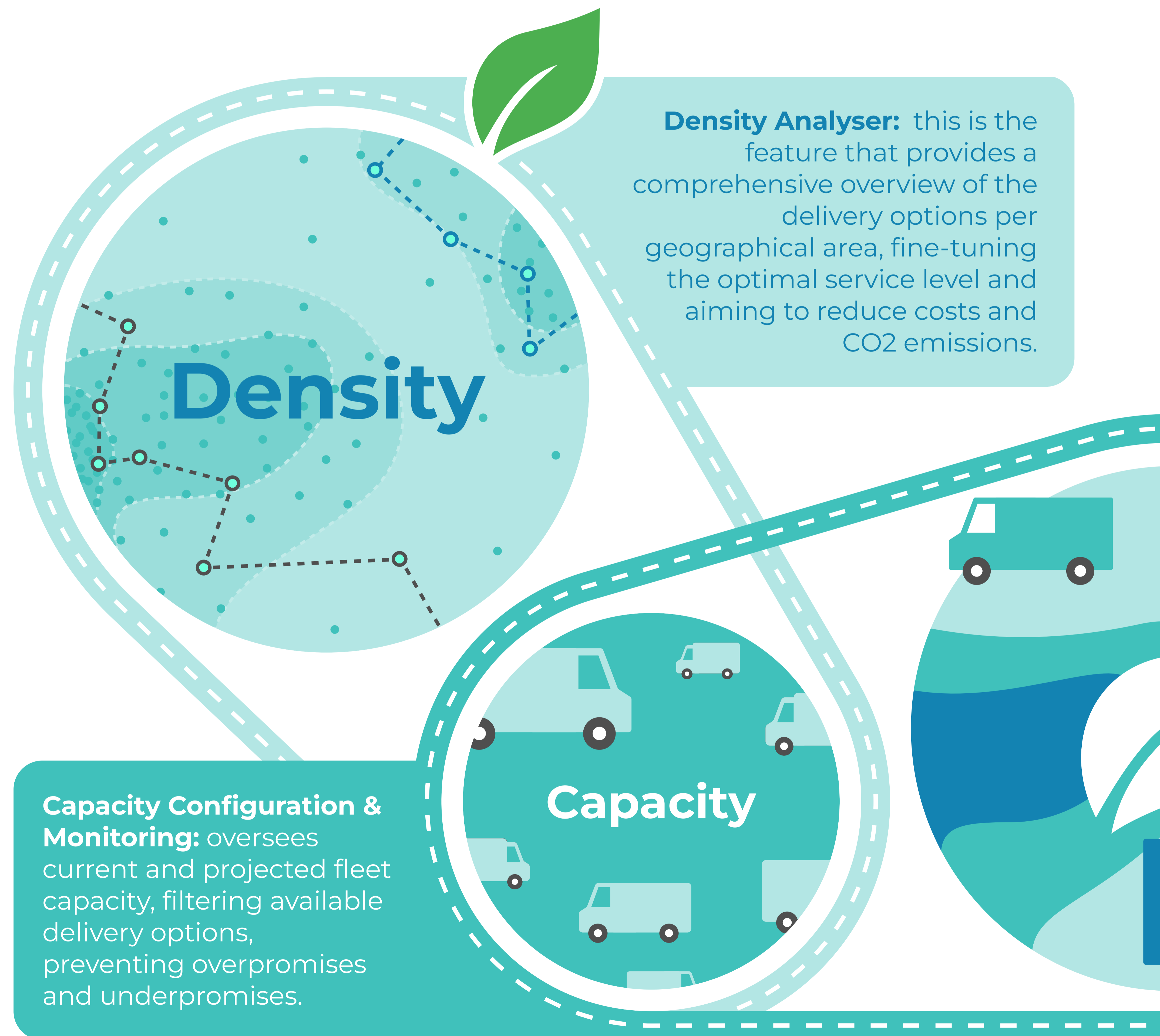
Gain **last-mile efficiency** by drastically decreasing manual steps and procedures



Control operational expenditure, saving more than **20% of costs**

2.1 Milkman Smart Promise

Milkman Smart Promise calculates the most efficient delivery options through value-powered algorithms, considering multiple criteria such as transportation capacity, service level per area, required skills per order, resource load capacity, and costs.

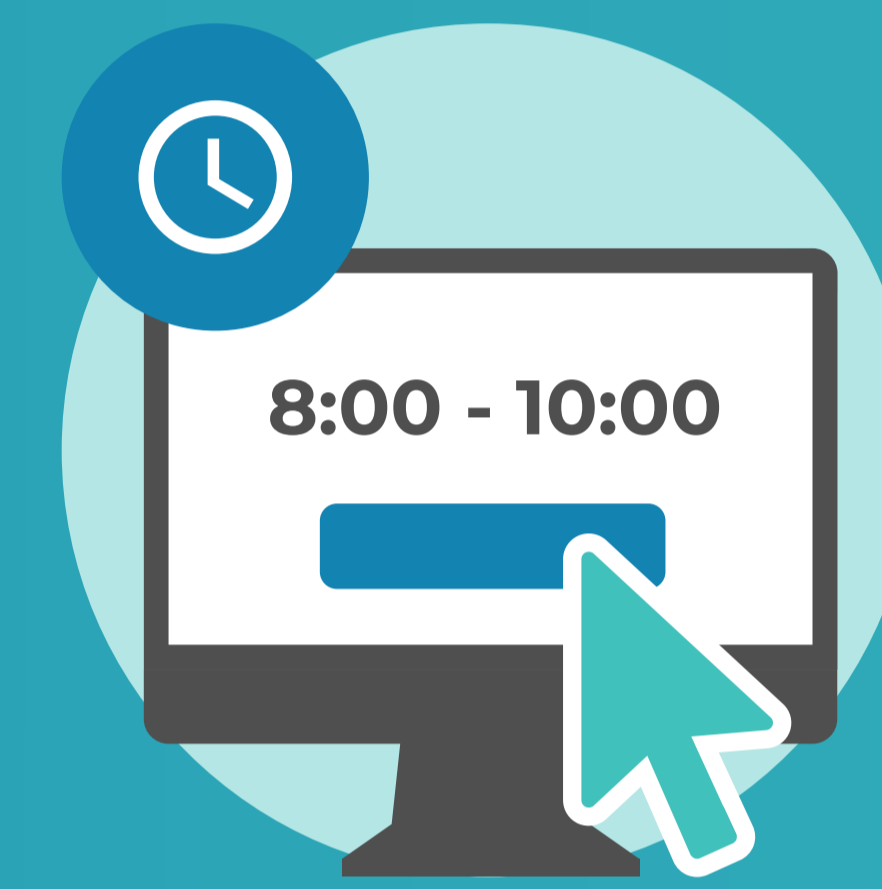


Milkman Smart Promise

Main Benefits



Access and collect real-time information to check **order availability** and costs to feed **each business request**



Offer **smart delivery options** to reduce operational costs by preventing **overbooking** and **underselling**



Maximize **fleet saturation** to secure **capacity fulfilment** and reply to customized requirements






Rely on **green choices** and environmentally friendly services (fewer CO2 emissions)

3. Milkman Planning & Execution Management System

Milkman Planning & Execution Management System orchestrates the end-to-end process from planning to delivery, leveraging full automation. It allows to:

- **Define** the resources and related capacity to be deployed
- **Schedule** and build an optimised route plan
- **Visualise** both the routes on the map and the related timeline
- **Enable** route plan manual adjustment
- **Centralize** execution management policies

The following touch points are involved at this stage:

-  **Control Tower**
-  **Driver App**
-  **Depot App**

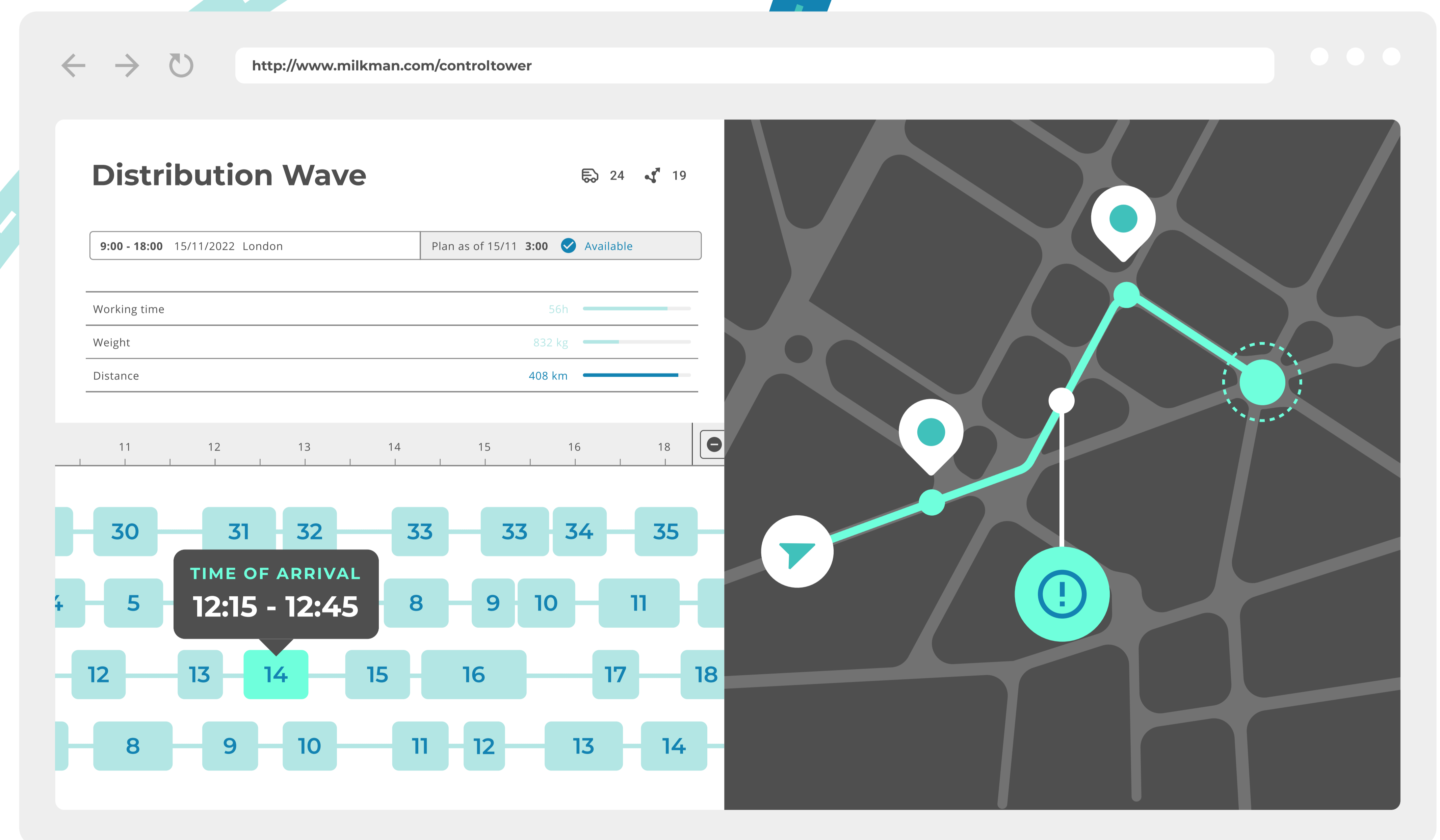


3.1 Milkman Control Tower

The end-to-end order journey is monitored and controlled by the **Milkman Control Tower** web application. **Customer Services, Fleet Managers and Operation Managers** are the relevant user personas that benefit from this touchpoint.

Key operations the users can manage with the Milkman Control Tower are:

- Define the distribution network
- Configure the work shifts and the related assets' capacity
- Plan and review optimised routes
- Get order information updates
- Monitor and intervene when issues occur



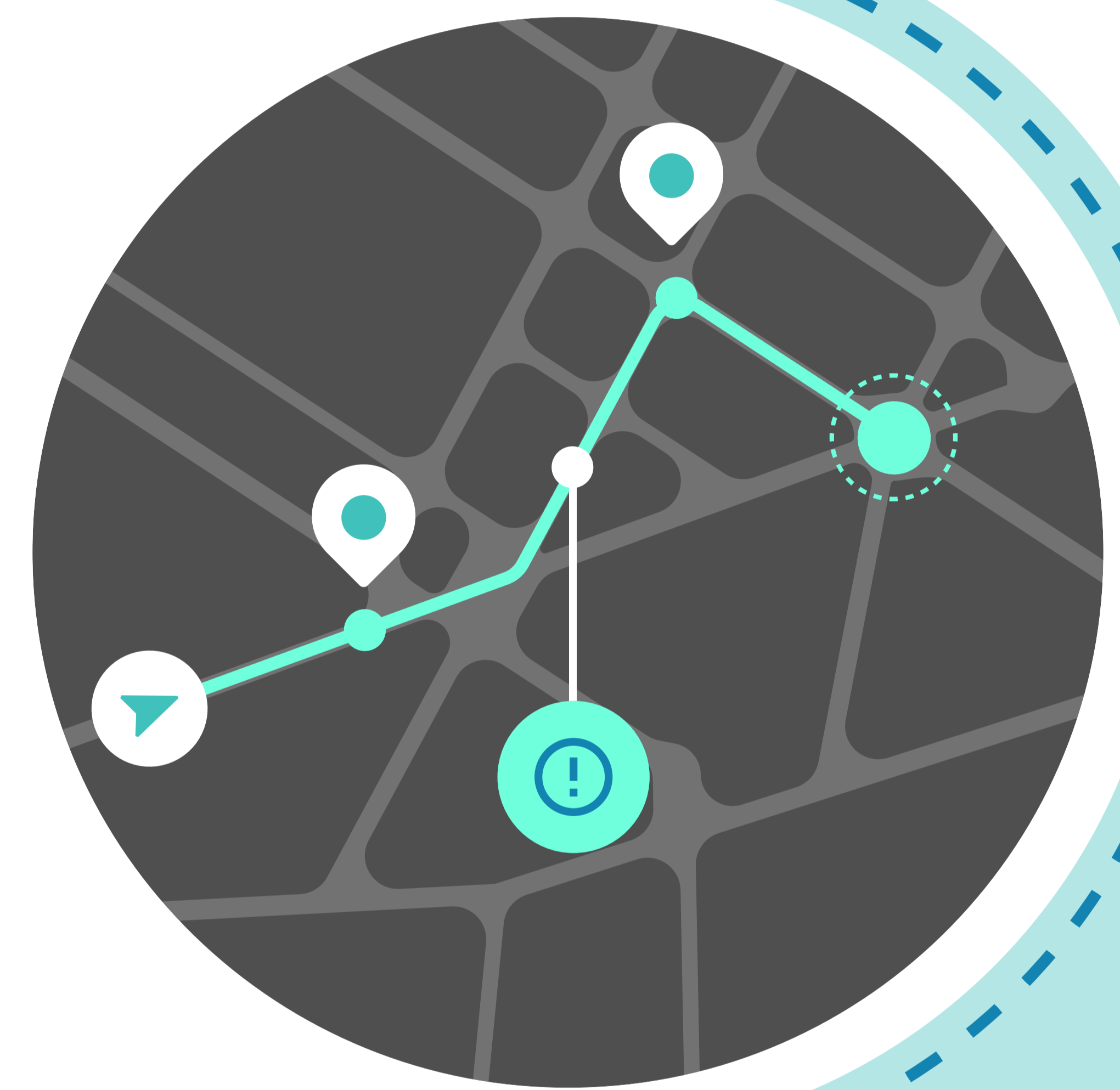
Milkman Planning & Execution Management System



Milkman Control Tower



I can do manual adjustments to planned routes ...



Schedule, Plan and Dispatch

Schedules deliveries, leveraging hyper-automation as well as an on-demand approach.



Driver & Depot App

Available for all Android devices, these user-friendly apps support Depot workers and Drivers with granular instructions for their tasks, synchronising warehouse and last mile activities

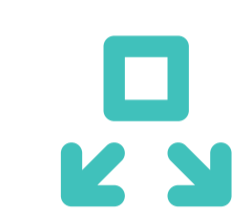


Vehicles monitoring

Real time visualization and tracking of fleet operating in territories

3.2 Support for Depot Operations

Synchronization between Last Mile services and supply chain guarantees a seamless delivery process. Milkman Depot App with accurate planning and organisation of the warehouse, **minimises operational costs** and allows depot workers to perform cross-docking activities considering all use cases.



Sort by depot

Packages sorting happens within the network depots for an **efficient logistic chain**.



Cross-dock

Correspondence is guaranteed between package designated location and bay.



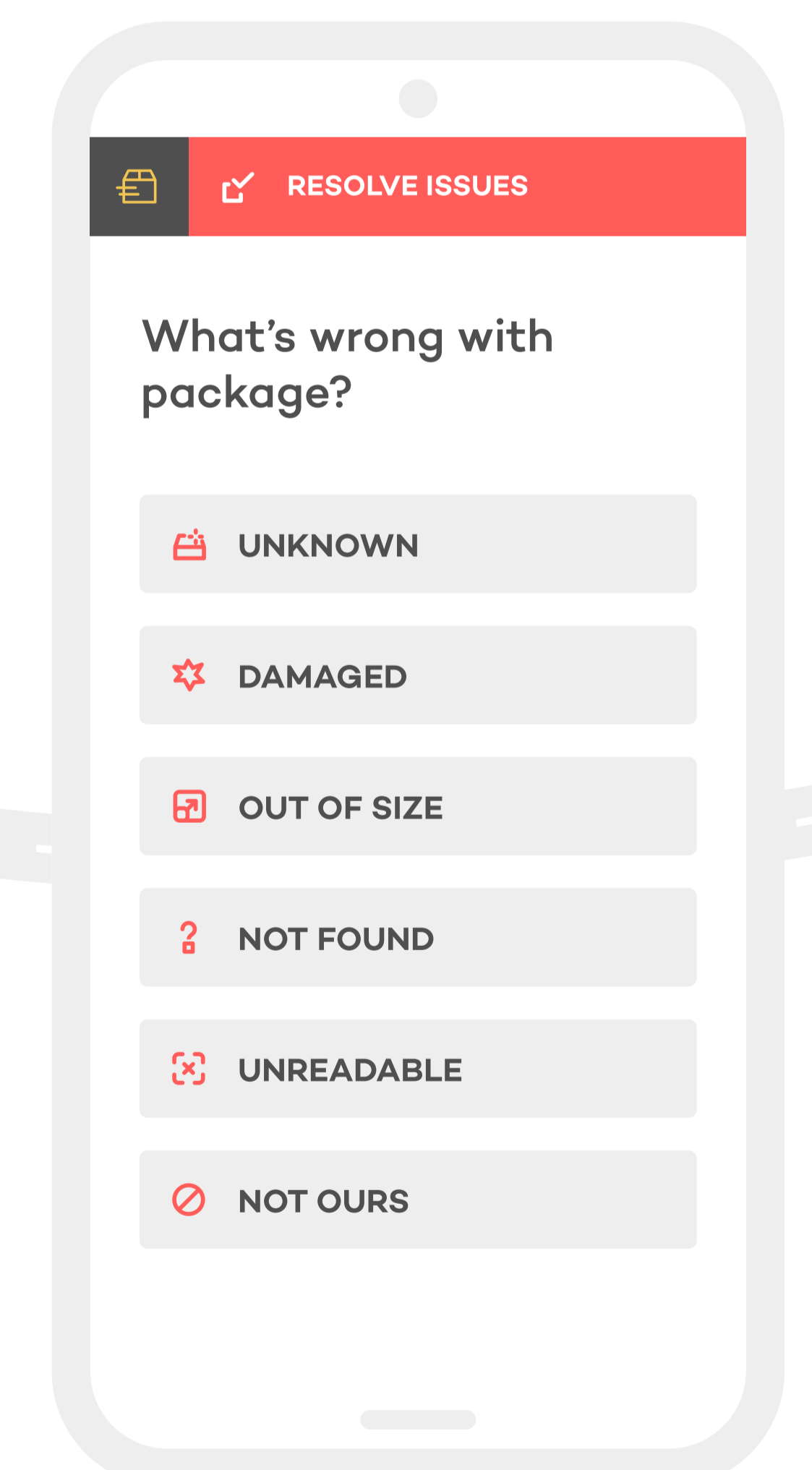
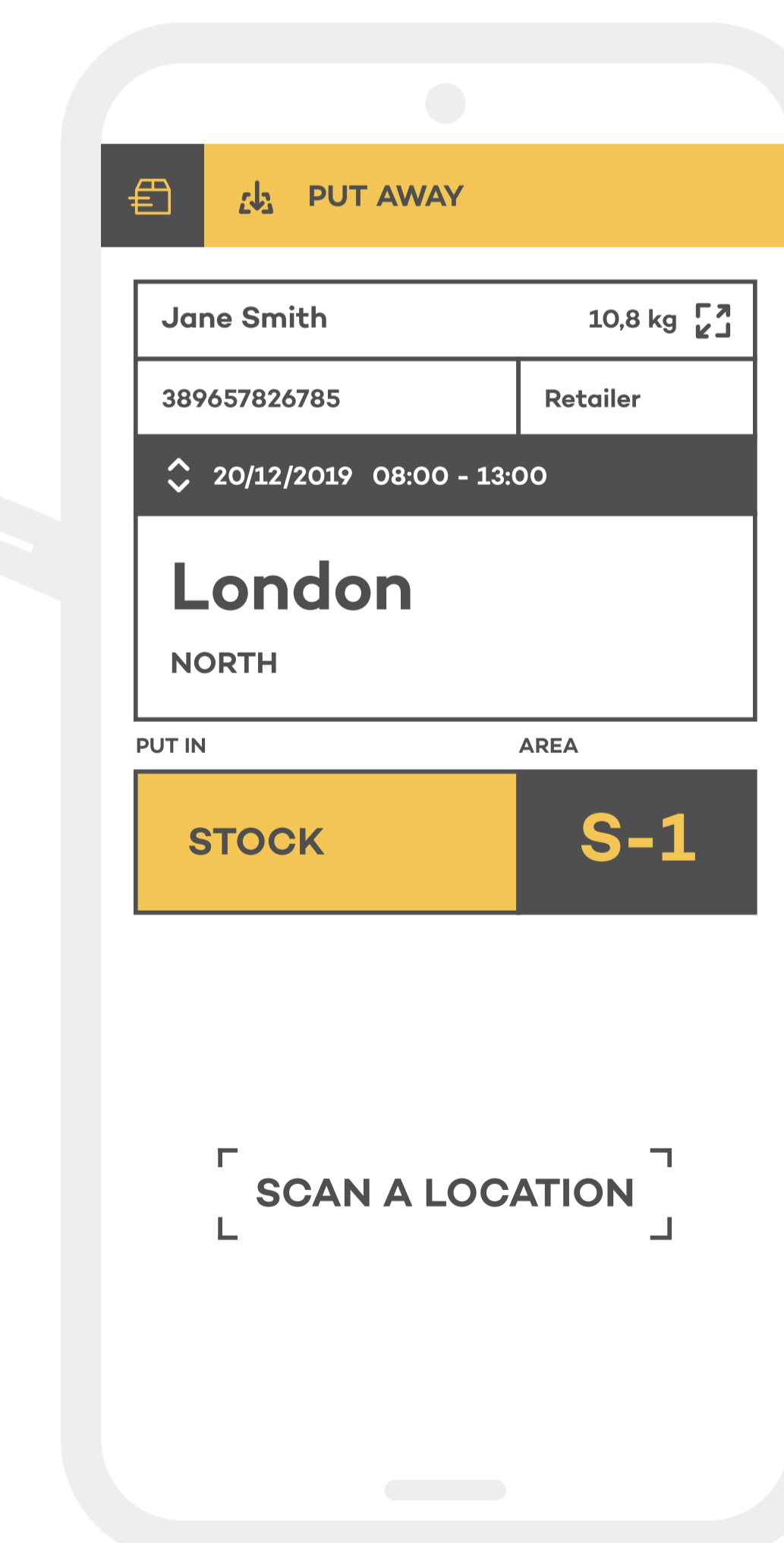
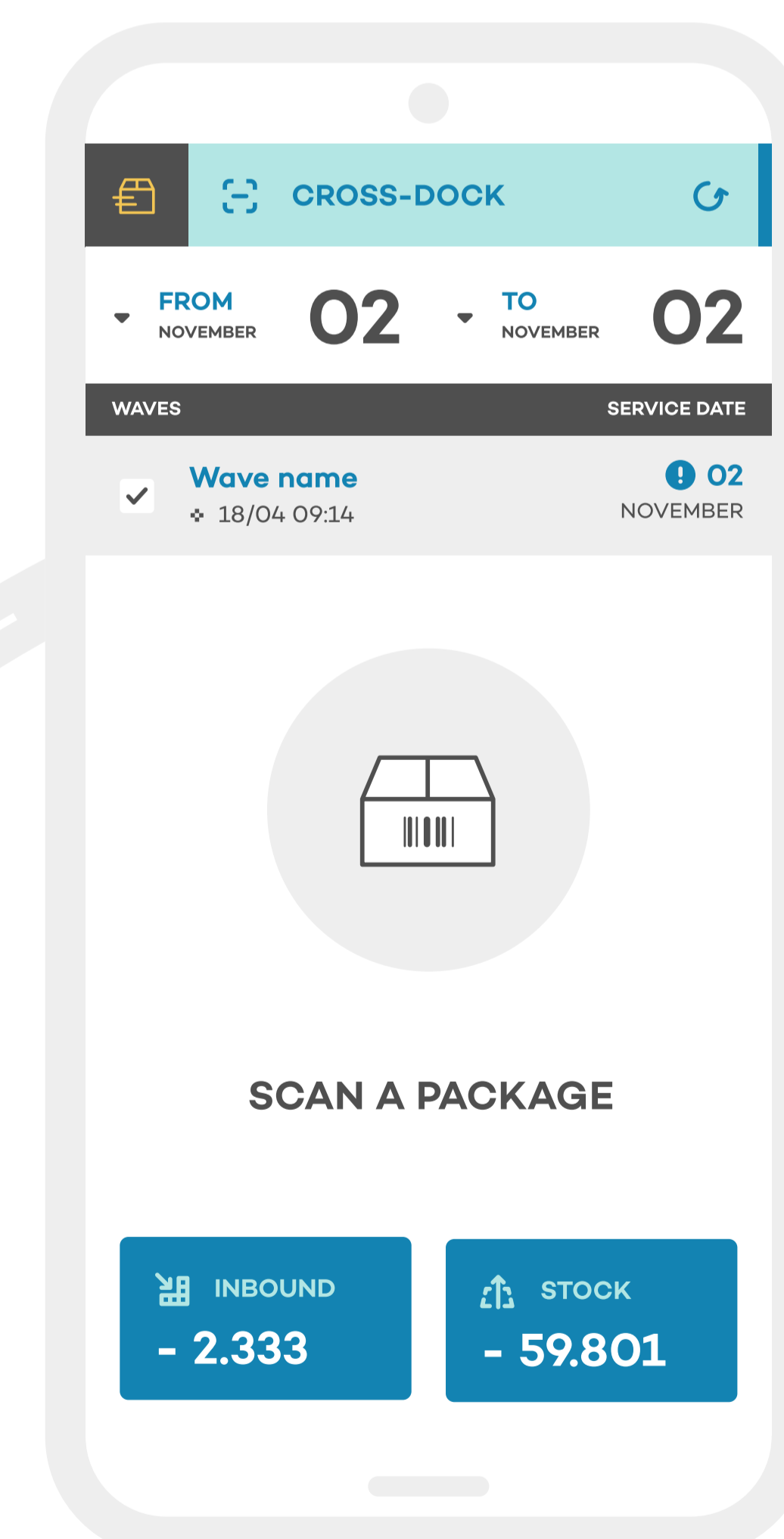
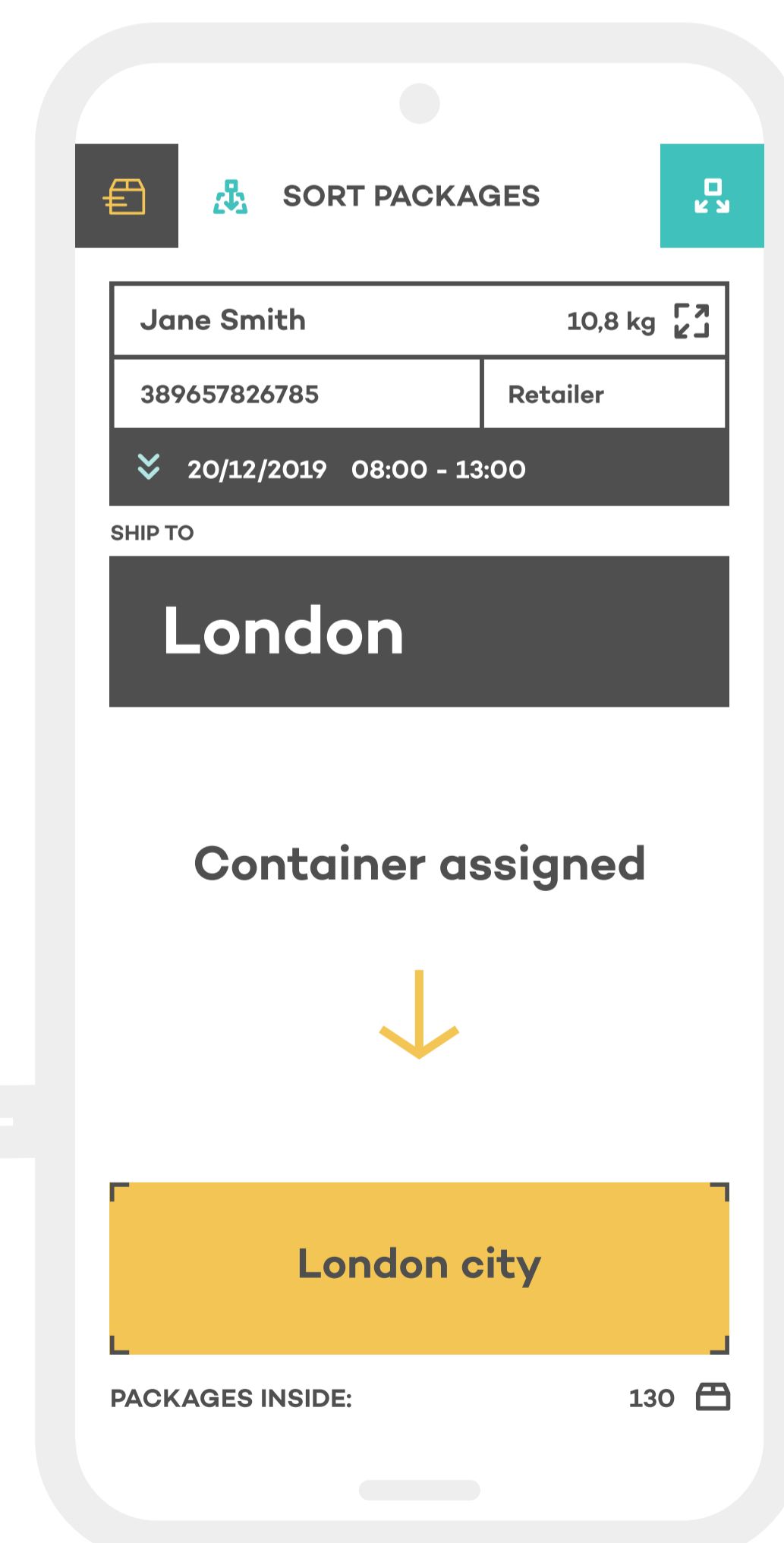
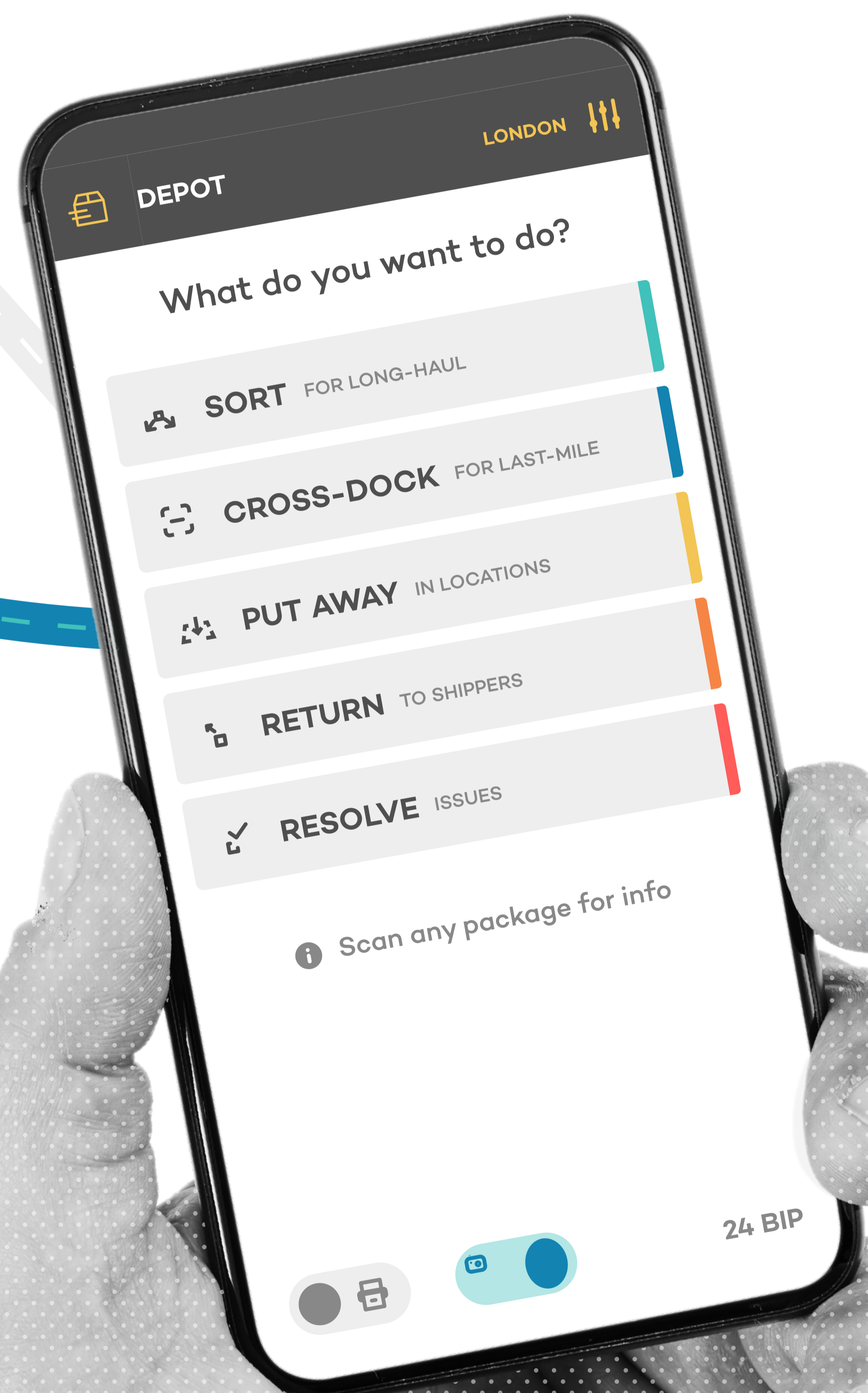
Stock management

Warehouse organisation is efficient thanks to location units.



Resolve issues

Workflow processes are automated also in case of exceptions for an efficient service.



Milkman Planning & Execution Management System

Main Benefits



31% higher vehicle capacity fulfilment



Secure **real time communications** with customers leveraging ETA updates



24% higher Service Level Agreement adherence



Collect **ratings and service feedback** for KPI measurement



64% increase in customer satisfaction



Leverage **Proof of Delivery** in case of complaints

4. Beyond the Legacy Routing System

Milkman unleashes the power of routing adding values to the existing routing systems either through integration or by replacing them with a unique solution, giving **greater control of the finer details of routing and logistics**. Businesses can rely on efficiency enabled by the Milkman's agile technology.

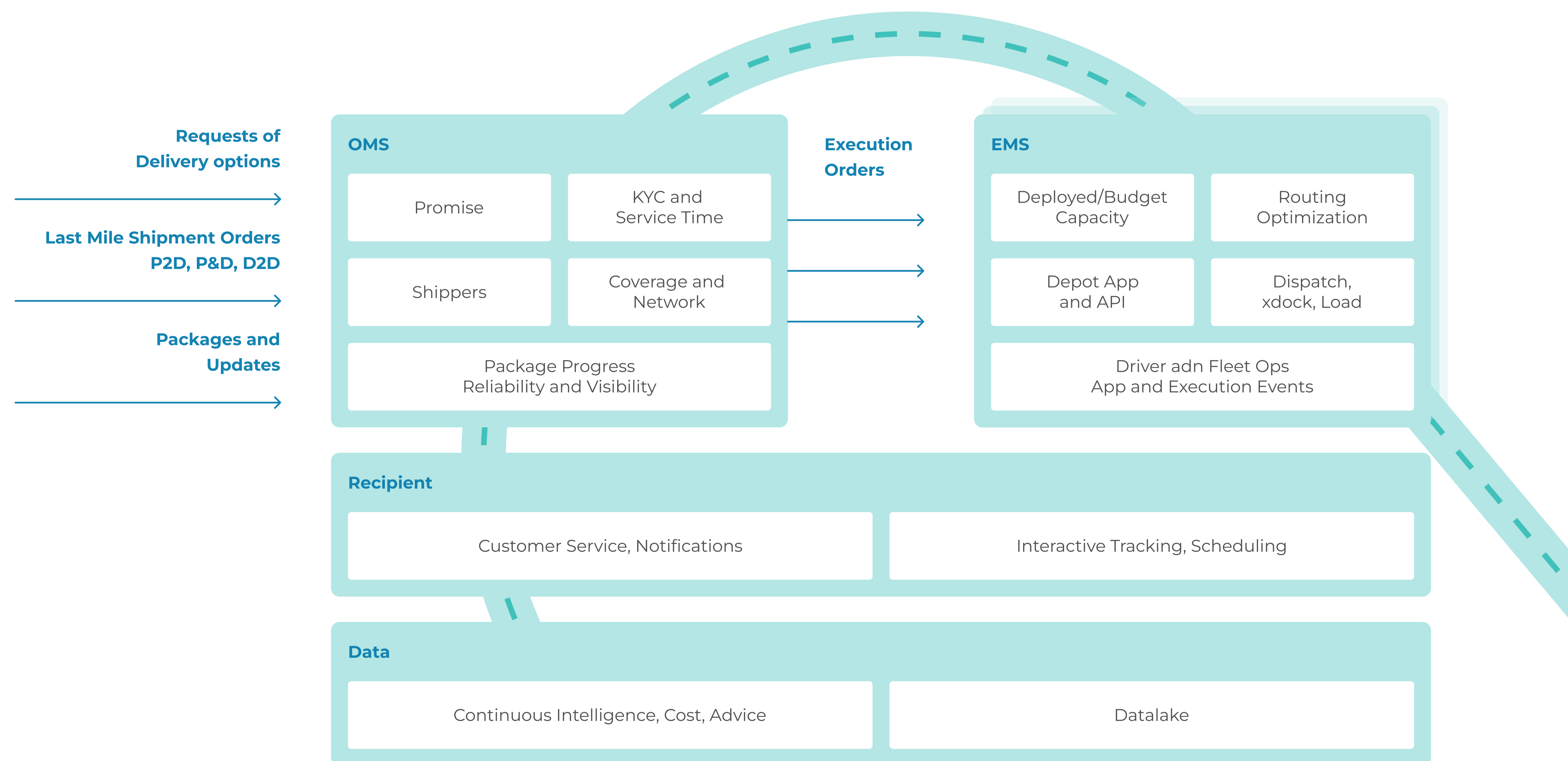
The software offers **accountability**, leveraging end-to-end logistic processes from order intake to depot operations. It allows **full governance of the sub-contractors'** relationships and performance (e.g. courtesy, productivity, transparency).

A continuous improvement of the service is enabled through:

- **Service Times estimation**
- **Geocoding**
- **Failure Analysis and Prediction**
- **Rescheduling**

Depot workers can easily perform:

- **Cross-docking activities**
- **Put-to-stock, pick-from-stock, inventory**
- **Returns**
- **Loading Bay Management**



4.1 Mobile App for Drivers

An informed driver guarantees frictionless delivery, fitting customers' expectations. Milkman Driver App is **the perfect companion to support drivers** on daily itineraries providing step by step instructions from pickup to dropoff and helping them to manage exceptions.



Loading

Gives **information about bay and load time**, packages to scan, total mileage and list of deliveries organised by drop-offs.



On route

Provides **extreme granularity of the execution path**, considering recipient's requirements and **environmental impact**.



Arrival

Sends **updates to recipient with time of arrival**. Instructs the driver about the details of the delivery.



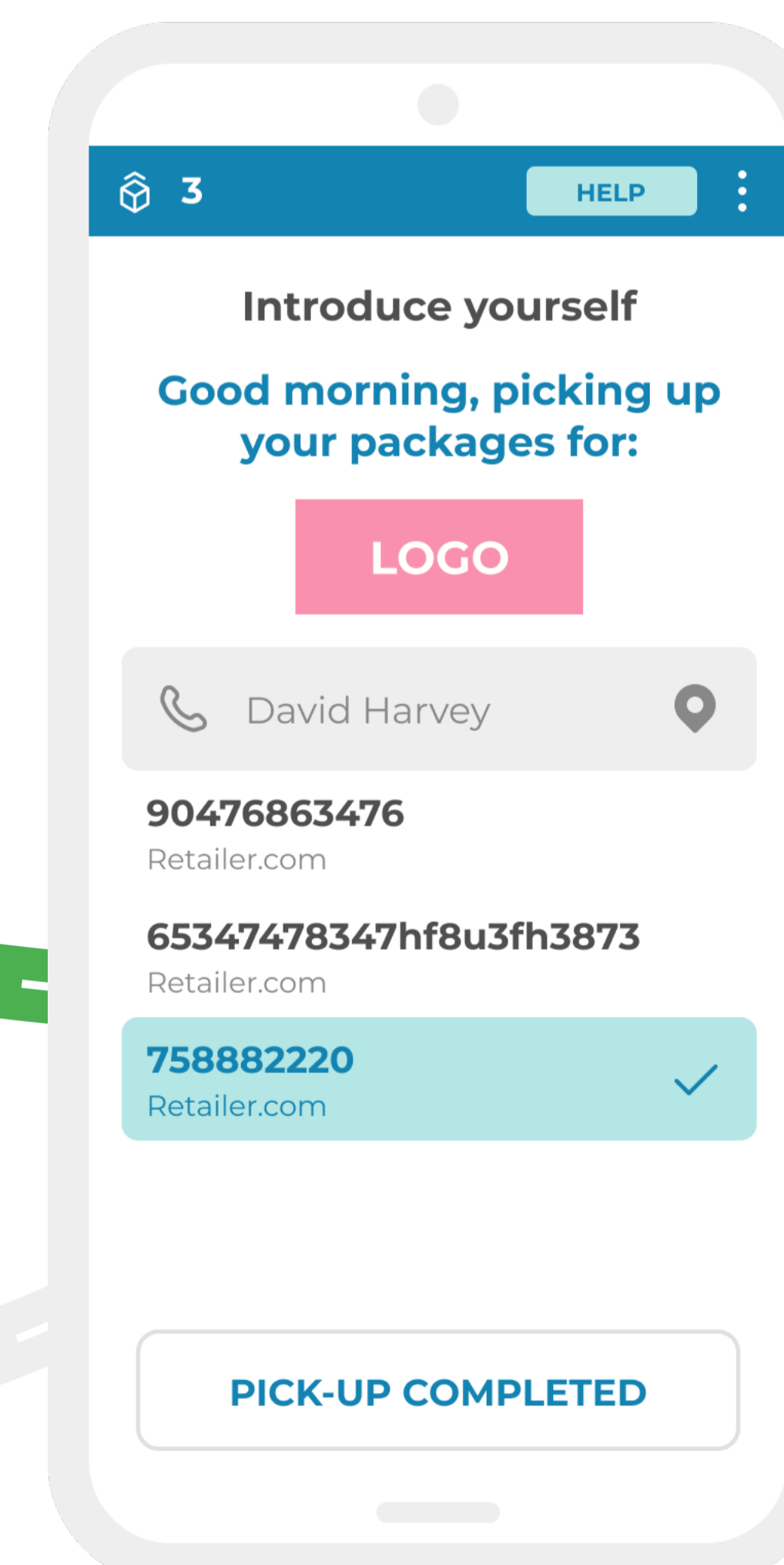
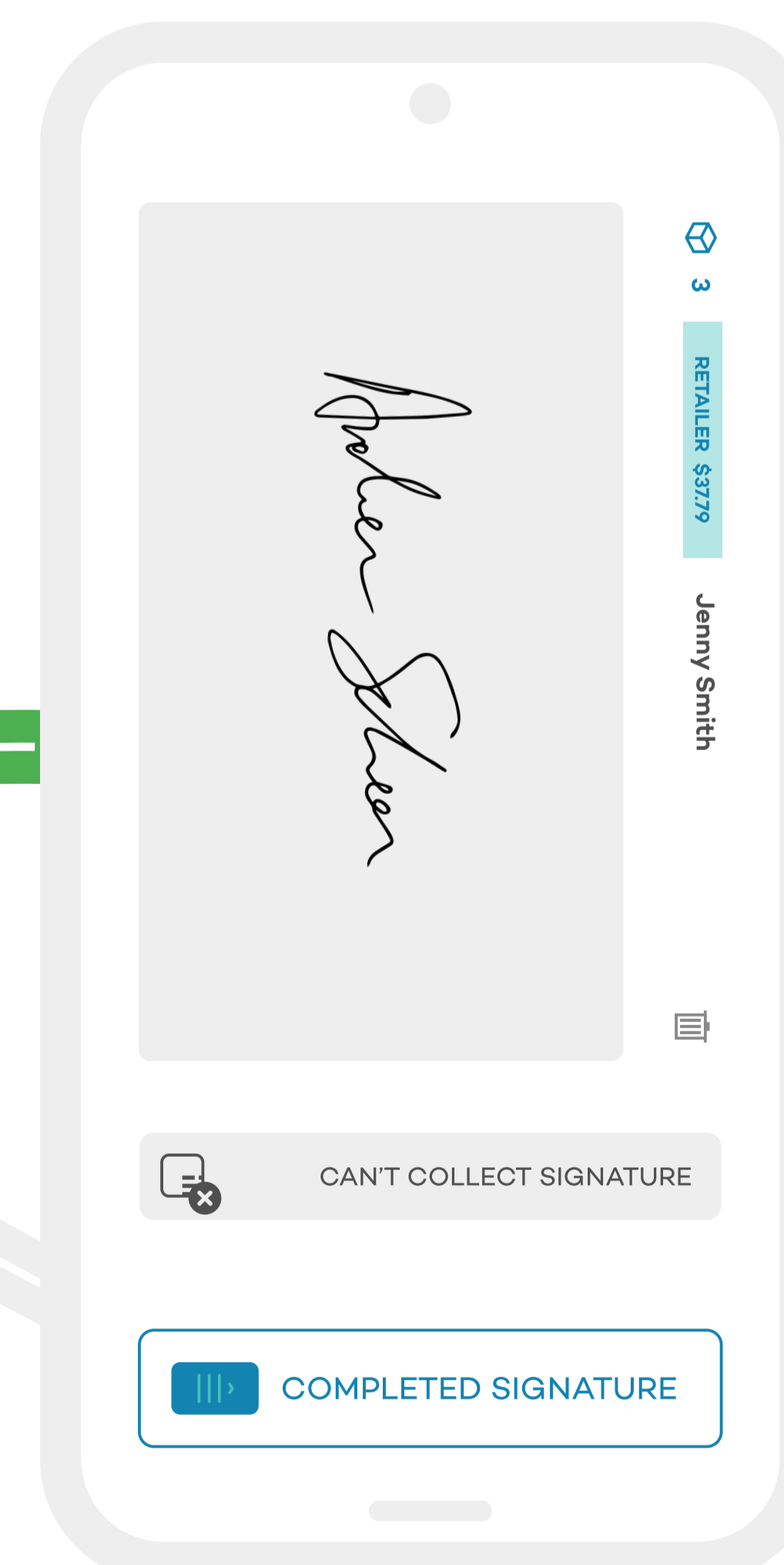
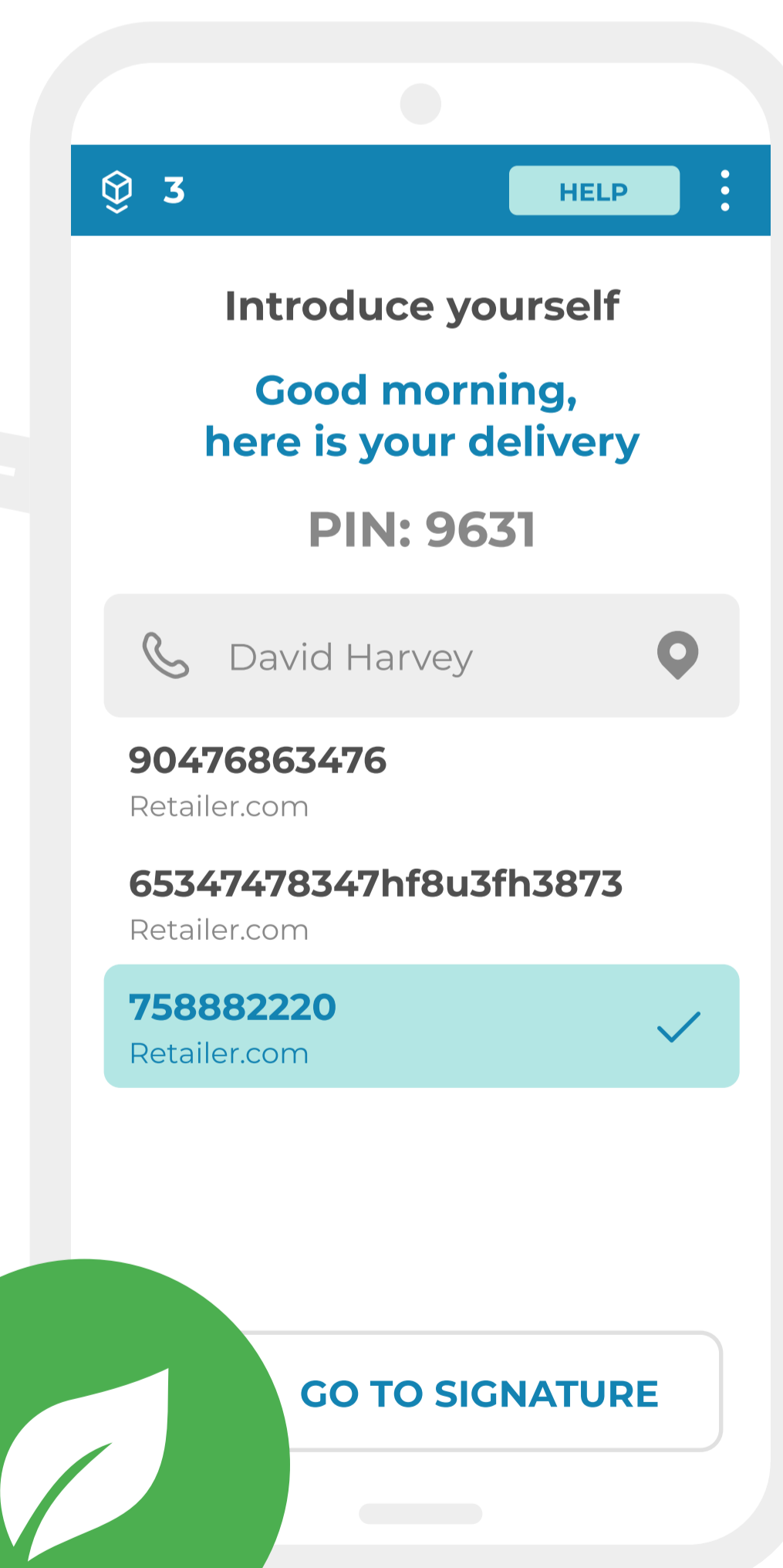
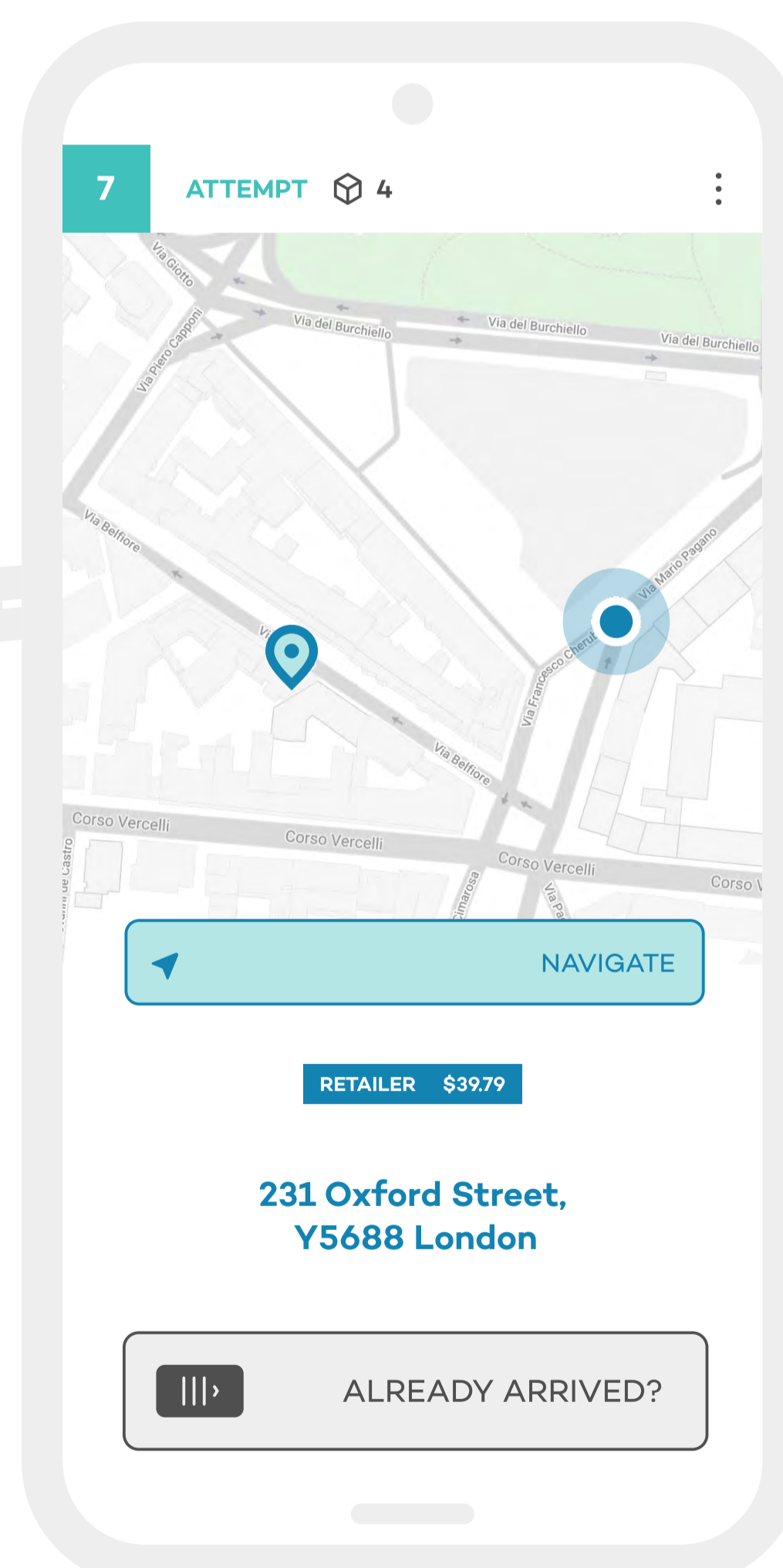
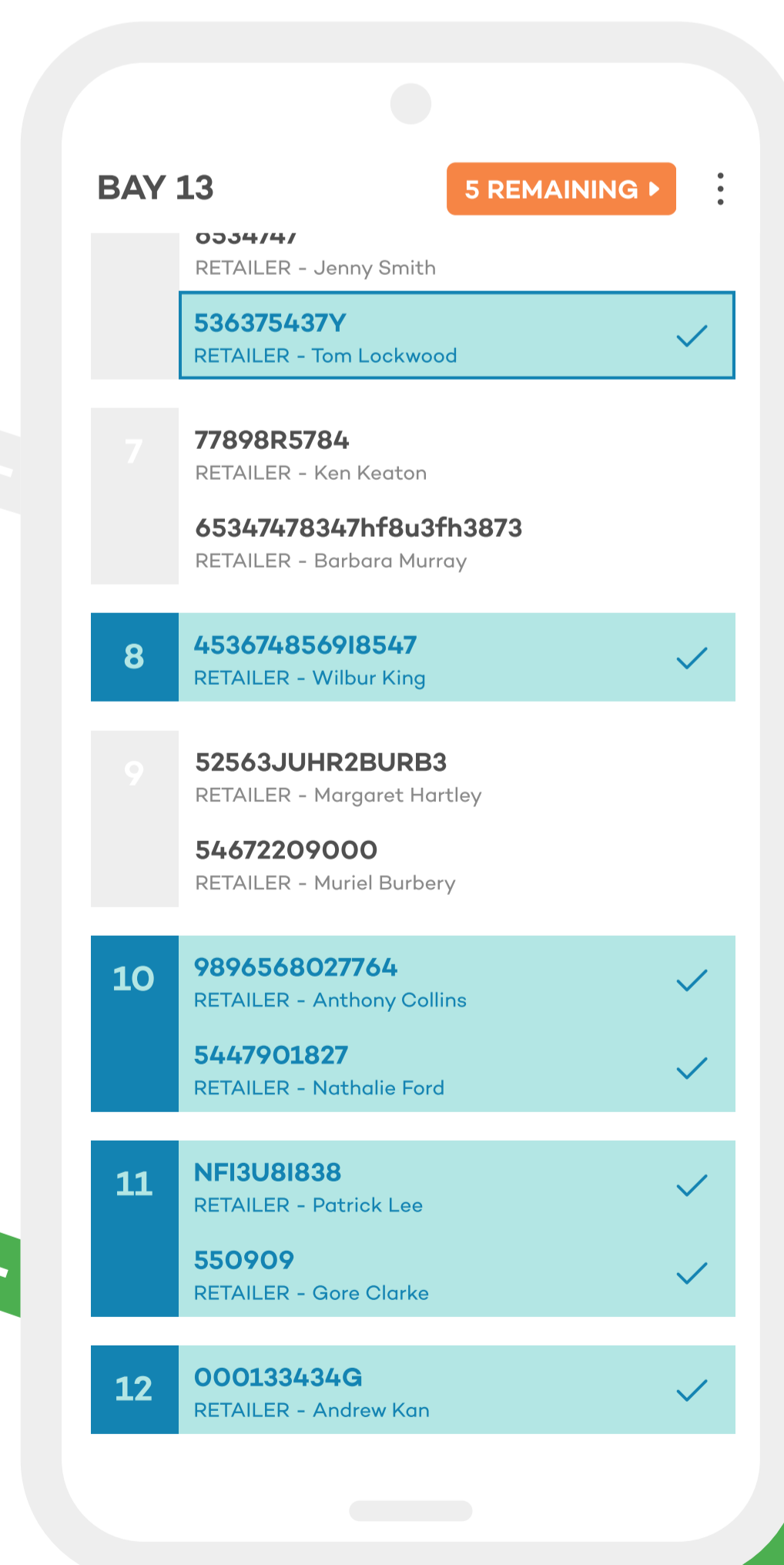
Drop off

Proves the **delivery through signature and photo options**. Prompts notes to help future deliveries.



Pick-up

Schedule pick-ups and/or **collect additional packages**, leveraging planned routes.



Milkman Routing Optimization

Main Benefits



End to end management of the order journey



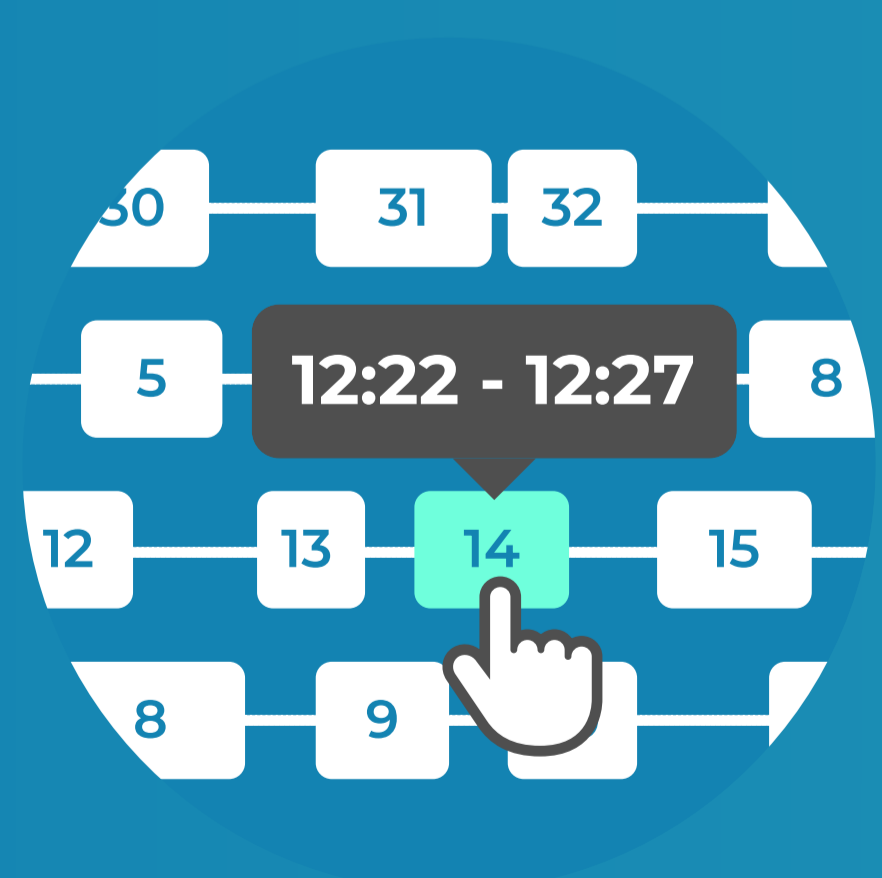
Improve execution paths continuously by collecting **real-time data** to optimize processes



Offer a **reliable delivery promise** in alignment logistics



Get **full package progress** visibility



Manage exceptions or any external events that can occur throughout the delivery process



Monitor and track drivers' and fleet managers' performance to achieve **higher execution performance**

5. Milkman Continuous Intelligence

Milkman's Platform collects both real-time data and historical analytics about logistics and shopper habits, supporting system optimisations. **Milkman Continuous Intelligence** digitises tribal data, saving changes and adjustments occurring throughout the entire delivery path and improving future processes.

Customizable reports are released in the Control Tower



Analysis and reports

Machine Learning / AI

Data Lake API

Real Time Notifications

Know Your Customer

Collecting data throughout the multiple touchpoints of the shopping journey, from the first interaction with the product to home delivery, allows organisations to satisfy customers' expectations.



Want to know more?



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