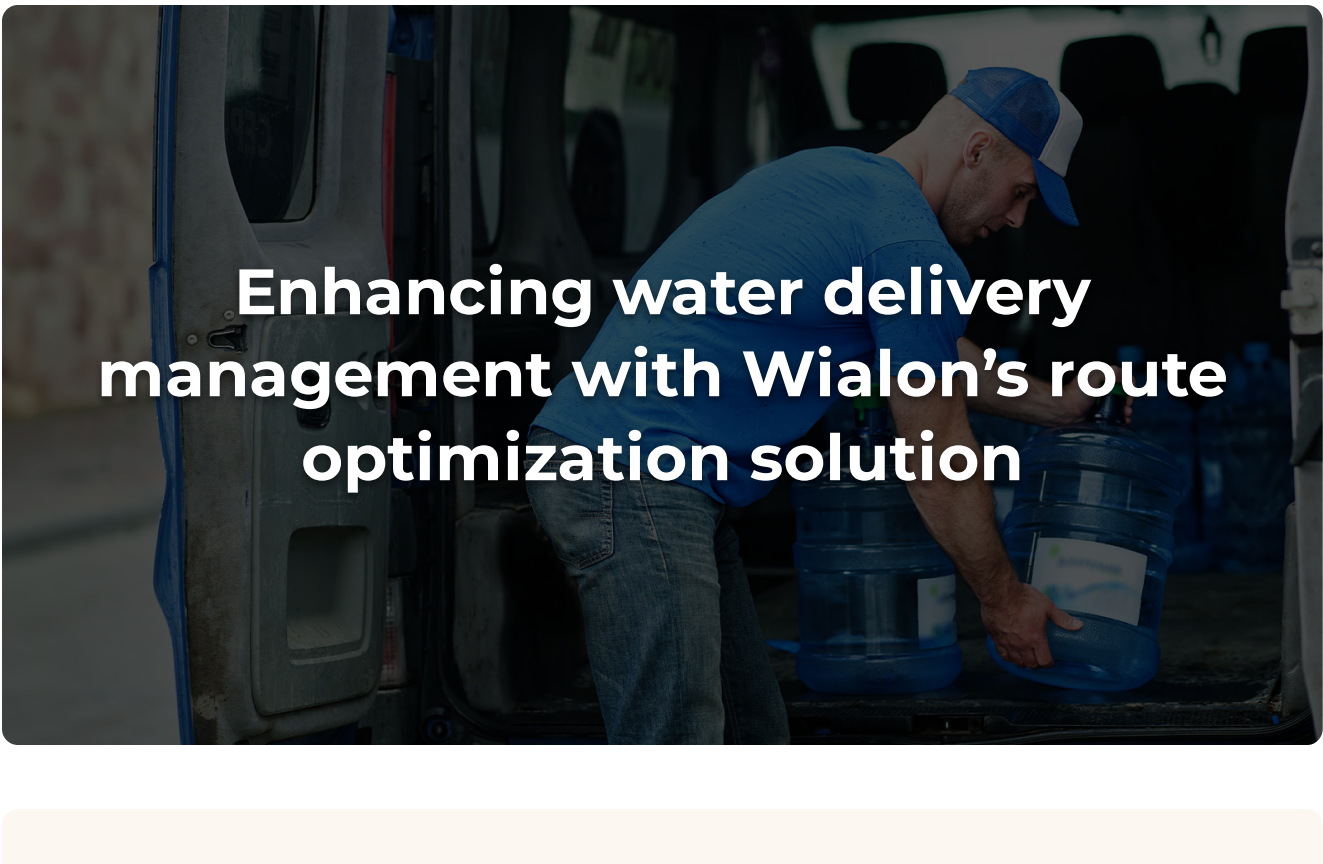




Enhancing water delivery management with Wialon's route optimization solution

Challenge

The client is a locally recognized business in Ukraine that, among other things, produces and delivers bottled water. Delivery requests were received by phone and processed by the operators, and then the delivery route for the drivers was manually planned by the company's logistics specialist.

Such a system without any route optimization solution proved inefficient due to the increasing amount of deliveries (**up to 200 a day**) and high chances of human error. Drivers were constantly behind schedule, systematically failing to arrive by the time indicated in customers' requests. This led to many phone calls from unsatisfied customers asking where their water was and how much more they needed to wait.

The company contacted **GPS Pro**, a Wialon partner in Ukraine, in an attempt to find an answer to the problem.

Solution

Our partner suggested using [Wialon delivery management solution](#) to optimize water delivery processes and automate tedious tasks previously done manually. The staff's initial response to the solution was skeptical: as it usually happens, the employees were reluctant to change the routine they were used to.

However, after seeing the efficiency of automated delivery route planning, real-time vehicle tracking, and possible benefits of gathered statistical data (e.g. [driver's performance](#)), the employees became more interested in the new water delivery management software. The management decided to start implementing the solution.

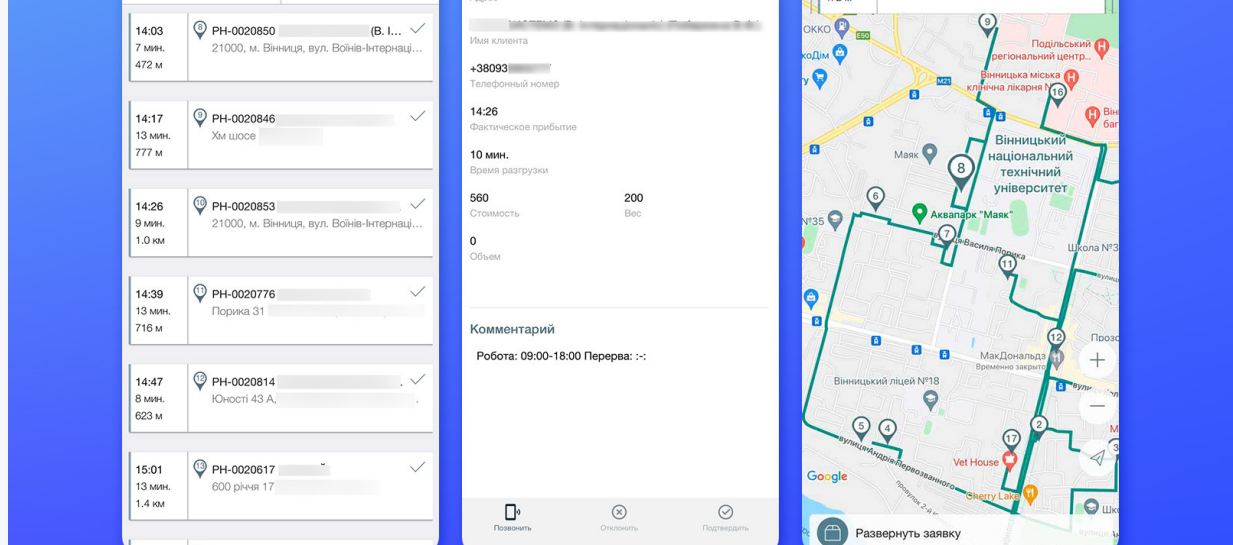
To make the process smoother, our partner decided to keep some elements of the old workflow — notably, the CRM system operators used to register the requests. Instead of scrapping the old system altogether, a few minor improvements were made so that the requests could be registered just like before, and then simply exported to Wialon for advanced delivery route optimization and tracking features.



Exporting delivery requests from the company's CRM to Wialon

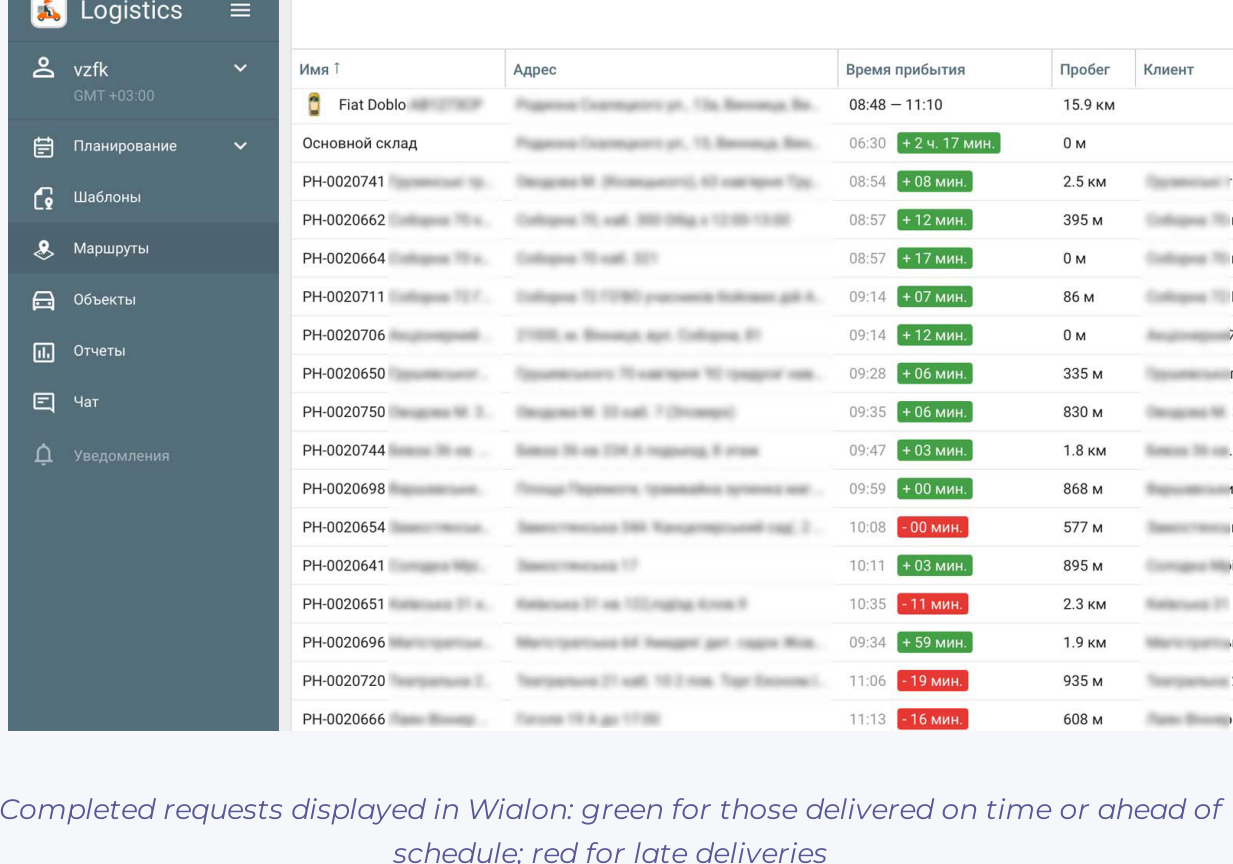
Hardware-wise, the company's fleet was equipped with [BI 820 TREK OBD](#) trackers. After seeing positive results from the pilot project and expanding the delivery fleet from 7 to 19 vehicles, the company switched from Bitrek to [Teltonika FMB125](#) devices.

As a final step in solving the problem, the drivers needed to install the app on their smartphones and follow the most optimal routes created by Wialon instead of relying on papers and their memory.



Delivery requests and the optimized delivery route displayed in the mobile app

The initial skepticism and reluctance of the staff were gone as they realized how less time-consuming and more efficient the water delivery management had become with Wialon's route optimization software. The drivers quickly adapted to the new work format and were impressed by the positive changes in delivery time.



Completed requests displayed in Wialon: green for those delivered on time or ahead of schedule; red for late deliveries

Results

Leveraging Wialon delivery management capabilities, our partner helped the client successfully solve their problem. Delivery time has drastically reduced due to efficient driver management and route planning, leading to more satisfied customers receiving their orders on time. At the same time, the improved request registration process minimized the risks of human error, such as mistakes in the customer's address.

After the pilot project, the client was happy to continue using Wialon and still uses it to this day.

- Average delivery time reduced by 3 hours**
After a year of using the route optimization solution, the management reported to our partner that the overall delivery time had significantly reduced.
- More satisfied customers & less pressure on operators**
With all deliveries coming on time, the customers were pleased by the quality of service and the operators stopped receiving phone calls about drivers being late.
- Operations efficiency boost**
The introduction of the Wialon route optimization solution allowed the client's company to grow its customer base faster and almost triple its fleet.

Company profile

Country: Ukraine
Industry: Local deliveries

Solutions

- Wialon
- Delivery fleet management

Hardware

- Teltonika FMB125

[Read more case studies](#)

[Get started](#)

Follow us

