

# Real-time visibility, happier customers, and lower costs

Pin Live is a real-time order-tracking, proof-of-delivery, and delivery management system, combining all your transport management tools into one easy-to-use platform.

Used by companies with fleets of commercial vehicles, Pin Live enables you to improve your logistics operations with a better experience for your staff and your customers.

- **Designed for primary, secondary, and final mile.**
- **Successfully supports organisations in many sectors including transport and logistics, retail, wholesale, food & beverage, automotive and pharmaceutical & healthcare.**



## Key features

### End-to-end order tracking

- Know the location and status of any order, at any time.
- Improve accuracy of your data with scanning capability.
- Live information available to staff and customers.



### Customer communications

- Keep customers informed of the status of their orders with automated messaging.
- Give key customers access via their own portal so they can check at any time.



### Route and driver management

- Drivers use an app to guide them through their workday.
- Office staff monitor and manage drivers on the road.
- Issues are mitigated with minimal effort.
- Routes are continually improved using planned versus actual data.



### Fleet management

- Easy management of daily walk-around checks, debriefs, vehicle issues and maintenance schedules.



### Analytics

- Drive value from rich data that is generated by using dashboards and analytics, including off-the-shelf and bespoke options to give you exactly what you require.



### Integration

- You can move data into and out of Pin Live via files, APIs and/or webhooks.
- Pin Live can map onto your business processes and fit into your infrastructure, no matter how complex.
- Integrates with Pin Routes out-of-the-box.



### Cloud-based technology

- Pin Live lives in the cloud and is browser-based.



### Scalability

- A low-risk solution that is designed to scale.
- It's appropriate for your current size and robust enough to grow with your company.



# Benefits



## **Improve customer service**

- Your customers will be kept up-to-date with accurate information, improving the customer experience and helping to build brand loyalty.



## **Lower customer service costs**

- Your customers will have better information via automated messaging and self-serving portals.
- This reduces your customer service staff and telecoms costs.



## **Minimise disputes and stock loss**

- End-to-end tracking and proof-of-delivery will provide you with full visibility of your orders at all times, resulting in minimal customer disputes and reduced stock loss.



## **Lower cost of ownership**

- Pin Live is cloud-based, accessible through browsers and you're always on the latest version.
- You don't need to invest in expensive servers or the time necessary to apply regular updates.



## **Better management information for improved control and continual improvements**

- The value of data available within Pin Live shared with the right people, in the right way, will prove to be incredibly valuable to your organisation.
- Pin Live enables ongoing, continuous improvement.

If you'd like to find out more about how Pin Live can support your business, please get in touch for a demo. Call us on **+44 (0)20 7602 6000** or email **info@caci.co.uk**.

