

Electronic Proof of Delivery (ePOD) from O₂

Getting drivers to the right place, at the right time, with the right package.

On the front line, your delivery drivers are the interface between your organisation and your customers. The quality of service your customers receive depends on how well your drivers are equipped to do their jobs.

Customers now expect delivery companies to have the tools to provide a reliable and agile service. So they can check where their parcel is on the day of delivery, and the time it is likely to arrive. And drivers can find the right address with ease.

Large mobile workforces can be a significant overhead too. Putting mobile devices and the right information into the hands of the drivers will help optimise delivery routes, and reduce the number of journeys made and timeslots missed – cutting costs and improving your customer experience.

Delivering customer satisfaction

ePOD from O₂ is an end-to-end service that helps you improve customer satisfaction. It gets drivers to the right address at the right time with the right packages. We integrate your existing back-office solutions – for example stock management and supply chain management – with an advanced resource scheduler (which we can provide, if you don't already have one).

We'll also supply the right mobile devices for your employees to use, including ruggedised options.

More control to your drivers

By providing your drivers with mobile devices, they have all the scheduling information at

their fingertips. They can update systems while they're on the move or with customers, so you get more accurate data more quickly.

This also reduces the amount of paper coming into your office, cutting processing, admin and postage costs. And boosting your green credentials or corporate social responsibility targets.

With an ePOD solution, you can harness the power of a satisfied customer. Use a customer-facing app to collect feedback or run a satisfaction survey.

Advanced reporting engine

Because ePOD from O₂ sits on top of your existing systems, it brings together the information and intelligence provided by each, to a single location. With a single view, you can better manage your employees and your assets.

A unique reporting engine provides rich data on your drivers and deliveries, from real-time driver location and status, to information about jobs completed. You can drill down to the effectiveness of individuals, and see trends and analysis of work done over time.

Seamless mobile integration

This service is underpinned by O₂, experts in mobility for business. We've been helping customers with mobile efficiency services for over ten years. And have everything you need under one roof.

Our network is one of the UK's largest. It's award-winning and backed by customer service based in the UK.

Why O₂?

We provide you with an end-to-end solution that makes large numbers of field-based delivery workers more efficient and streamlines your operations. We use secure and reliable mobile solutions from leading suppliers, integrated with the award-winning O₂ network, to improve resource scheduling, cut the number of journeys and reduce missed opportunities.

From consultancy and generating a business case, to system design, implementation and support, you'll get it all from a single supplier with a proven track record in business mobility.

We'll support you all the way

It's easy to work with us. We make the best use of your existing systems. And our specialists will work with you to design and implement a solution that brings them together to provide a single view of your field teams.

You get one account team supporting you throughout.

**Talk to your Account Manager
to find out more or visit
o2.co.uk/enterprise**

What you get with ePOD from O₂

Secure and reliable mobile solutions for use by your field service teams:

- An end-to-end solution from a single supplier, from consultancy to delivery and support
- Connectivity to O₂'s award-winning network
- Seamless mobile integration throughout your workflow
- Choose from a wide range of mobile devices, including ruggedised
- Mobile app development to support your processes
- Consultancy from business mobility experts
- A managed service provided by experienced partners