

# Southeast Asia's leading cold-chain solution provider gains complete visibility & shipment control, with FarEye

## Introduction

With over three decades of experience, a leading logistics and supply chain company that specializes in cold chain solutions has been constantly recognized for reliability and innovation in the market. They offer services in transportation, warehousing, and distribution, ensuring safe & efficient handling of temperature-sensitive goods in the Southeast Asian region.



## Impact

**100%** Real-time Visibility

**99.3%** Successful Deliveries

## Challenges

Before partnering with FarEye, this cold-chain solution leader invested in technology and systems to bolster operational growth. However, business-level decision-makers faced notable challenges such as

### Visibility & Monitoring

Lack of tracking and monitoring systems that provided real-time shipment data.

### Temperature Control

The core business capability of maintaining consistent & appropriate temperatures throughout the supply chain to prevent spoilage of temperature-sensitive goods.

### Coordination

Need for a seamless communication channel to efficiently manage the complex coordination between drivers and logistics managers.

### Risk Management

Identifying and mitigating risks such as equipment failures, delays, and disruptions that could compromise the cold chain for both current and past shipments.



## The FarEye Solution

Using FarEye's last-mile technology, this leader has gained complete control and visibility over its operations, improved its communication channels, and scaled its business volumes.



### Real-time Visibility

Provided **100%** on-road shipment visibility, and vehicle monitoring, & helped streamline communication between stakeholders.



### Automated Alerts

Exception management alerts have been set up to monitor temperature deviations and other anomalies during trips, allowing for immediate corrective actions.



### Temperature Monitoring

By integrating sensors and GPS devices to monitor and record temperatures in real-time on vehicles, we have ensured compliance with temperature control requirements across shipments.



### Compliance Adherence

Ensured **100%** adherence to KPIs by automating compliance checks and alerts for overspeeding, route deviation, loading and unloading delays, and delayed ETAs.



### Data-Driven Insights

By using FarEye's BI-enabled comprehensive dashboards & reports to analyze performance, the customer could identify inefficiencies, & drive continuous improvement in their cold chain operations.



### Delivery Time Accuracy

With FarEye's ML algorithm, dynamic ETAs have been predicted and updated during the trip, considering vehicle performance and on-route constraints, ensuring **99.3%** completion of successful deliveries.

## First Choice for Last Mile

### About FarEye

We are a last-mile technology partner for companies obsessed with delivery experience for their customers. Our vision is to ensure every delivery in the world reaches its destination every time, on time, accurately, efficiently, and as sustainably as possible.

FarEye's AI-powered platform turns deliveries into a competitive advantage. Carriers & Shippers use FarEye's unique combination of orchestration, real-time visibility, and branded customer experiences to simplify complex last-mile logistics. The FarEye platform allows businesses to increase consumer loyalty and satisfaction, reduce costs and improve operational efficiencies, sustainably. FarEye has 150+ customers across 30 countries and six offices globally.