

Case Study:

How OnPage Enhances Team Communications for the World's eCommerce Leader



OnPage streamlines outbound logistics for eCommerce juggernaut

eCommerce juggernaut adopts OnPage's dedicated lines and live call routing capabilities to streamline outbound logistics. Freight transportation is enhanced through immediate communications with the right on-duty teams in urgent situations. This way, the eCommerce site can continue to fulfill customer orders, achieving maximum satisfaction in the process.

Challenges

Freight transport tends to experience obstacles including, harsh weather, flat tires, and heavy traffic, impacting the delivery time of goods arriving at the warehouse.

Delivery drivers needed to quickly reach the warehouse manager to communicate ongoing issues, discuss prolonged delivery times, and decide how they could successfully perform their duties, despite the delay.

Unfortunately, with their previous procedures, delivery employees were not always able to seamlessly get ahold of warehouse teams, resulting in frustration for both parties and delays in delivery, negatively impacting customer satisfaction.

Solution

With OnPage's dedicated lines and live call routing capabilities, this eCommerce leader enhanced team communications and improved transparency.

Their new workflow with OnPage

- When the delivery drivers face obstacles on the road, all they have to do is call a dedicated line, which immediately routes their call to the on-duty warehouse manager.
- If the warehouse manager doesn't answer the call, it is escalated to the next person in line who is available to gather details about the delay.
- In the unlikely case that no one answers, the call fails over to higher management, and in any case, an audit trail and post-mortem report are generated to ensure accountability and traceability of incidents.

Results



Streamline and automate their incident alerting processes, ensuring that every team member receives delivery updates.



Reduce the impact of delays during roadside emergencies.



Enable teams to quickly fulfill customer orders, achieving maximum satisfaction in the process.



Improve transparency between warehouse teams and freight drivers.

About OnPage

OnPage's award-winning incident alert management system for IT, MSP and healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. OnPage enables organizations to get the most out of their digital investments, so that sensors, monitoring systems, and people have a reliable way to escalate urgent communications to the right person immediately.

OnPage's escalation, redundancy, and scheduling features make the system infinitely more reliable and secure than emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime, or to reduce the response time of healthcare providers in life-and-death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notification needs.

Contact Us

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