tiramizoo

European-wide optimizing e-commerce deliveries

zalando

Zalando

Zalando SE is a publicly traded German online retailer of shoes, fashion and beauty active across Europe.

Tiramizoo

Tiramizoo, headquartered in Munich/ Germany, offers a SaaS-Platform for orchestrating and optimizing Last Mile deliveries. The platform leads to 100 % visibility, full automation, optimal usage of resources, lowest CO_2-footprint and customer engagement. At the heart of Tiramizoo's platform is the proprietary algorithm for calculating most efficient routes by considering urban constraints like traffic, availability of vehicles, opening hours, driver skill set etc. Tiramizoo can easily be integrated into Telematics, ERP, WMS, TMS etc. via public API.

Challenge

In selected cities across Europe Zalando offers a premium service by operating its own home delivery fleet becoming independent from external 3PL.

Zalando delivers daily several thousands parcels in different cities across Europe with dozens of drivers.

The consignees are typically daily changing, thus the drivers do not follow fixed routes. Moreover, the routes are in different countries, thus different postal code systems and languages have to be considered.

The consignees expect deliveries on time and online visibility throughout the process.

Zalando headquarters need a central tool to orchestrate all the processes throughout Europe and needs a system that operates fast and reliably.

Solution

Zalando uses the Tiramizoo-SaaS-Platform for all deliveries that are managed in-house.

Zalando optimizes its routes with the Tiramizoo-Algorithm.

Result

The Tiramizoo-Technology enables Zalando to set up for each country/ location individually the logistics processes using one platform only.

Zalando is able to steer centrally all the pick and pack processes, the route planning, the drivers, the consignee-communication.

All different languages and postal code systems are operated.

Zalando is enabled to offer high SLA towards their customers while utilizing its resources at lowest costs.