

Support the direct store delivery journey with optimized field service operations

World-class direct store delivery operations requires meeting or exceeding customer expectations and on time performance through streamlined forecast to routing processes and seamless technician mobility.

Optimized workloads and intelligent routing



AI enhanced forecasting for optimized workload management



Real-time efficient route planning and truck monitoring

Automated scheduling and real-time mobility



Real-time mobile updates, navigation and time entry maximizing field technician productivity and on time performance



Balance workloads and customer demand through intelligent resource matching and visual scheduling

Customer centric experience



Proactive alerting and 360 degree data view providing an exceptional customer experience



Data and intelligence to continuously improve operations and performance while reducing cost

Right Place, Right Time: Field Service DSD Solution

To deliver a world-class direct store delivery experience, you need a field service and distribution expert. At DXC, we'll help you develop strategies to optimize your operations and customer experience along the direct store delivery journey.

Field technicians and customers will have real-time information at their fingertips to ensure a seamless delivery experience across all touch points. Our team of experts will help you establish KPI's, monitor progress and continuously improve operations and customers' experiences. Align people, processes and technology to consistently deliver what your customers value.

Get direct access to our Business Consulting Team today.