

CASE STUDY

Delivery Performance Analytics Dashboard



Complete visibility into delivery operations — early, on-time & late performance across cities, teams, channels & customers.

On-Time Tracking

Team Performance

City Analytics

Service Channels

THE CLIENT

Logistics & Distribution Org.

A logistics, distribution or supply chain organization managing large volumes of deliveries across multiple cities, teams, salespersons, service channels, and customers.

Industry: Logistics / Supply Chain

Scope: Multi-city, Multi-team

Focus: Delivery Performance & SLA

THE CHALLENGE

No Visibility. Delays Undetected.



No centralized system to monitor delivery performance across regions



Manual reporting required to track early, on-time and late deliveries



Difficult to identify bottlenecks, delays, and SLA compliance issues



Limited visibility into team and salesperson delivery performance



No data-driven view of customer or city-level delivery patterns

THE SOLUTION

An Interactive Delivery Performance Dashboard

A single platform for complete delivery operations visibility — from dispatch to doorstep.



Delivery Status Tracking

Early, on-time and late delivery counts tracked in real time across all operations



Monthly Trend Analysis

Delivery performance trends visualized month-over-month for pattern detection



Team Performance

Team-wise delivery performance comparison and SLA adherence monitoring



Salesperson Analysis

Individual salesperson delivery performance and fulfillment tracking



City-wise Analysis

Delivery volume and performance breakdown by city and region



Service Channel KPIs

Performance monitoring across all delivery service channels and fulfillment modes

What the Dashboard Measures

01

Early, On-Time & Late Delivery Tracking

02

Monthly Delivery Performance Trends

03

Team-wise Delivery Performance

04

Salesperson Performance Analysis

05

City-wise Delivery Analysis

06

Customer Delivery Insights

07

Service Channel Performance Monitoring

08

Average Delivery Days Tracking

09

SLA Compliance & Delivery Rate Analysis

10

Regional Bottleneck & Delay Identification

What Changed Across Delivery Operations



Delivery Visibility

Complete real-time visibility into delivery status across all regions and teams



Reduced Delays

Proactive monitoring of late deliveries enabling faster corrective interventions



Region & Team Insights

Faster identification of underperforming cities, routes, and delivery teams



Customer Satisfaction

Improved on-time fulfillment rates directly enhancing customer experience scores



Operational Efficiency

Streamlined operations with centralized data replacing fragmented manual reports



SLA Compliance

Better service-level compliance tracking across all channels and customer accounts

THE RESULTS

From Manual Tracking to Delivery Intelligence

The dashboard transformed logistics data into actionable insights, enabling management teams to monitor delivery performance, optimize operations, improve service quality, and make data-driven decisions from a centralized reporting platform.



Delivery

Visibility

Centralized



On-Time

Rate

Centralized



Operations

Optimized

Centralized



Customer

Satisfaction

Centralized

One Dashboard. Every Delivery. Zero Blind Spots.