
CASE STUDY

RELIVR LOGISTICS

Bengaluru, Karnataka, India

RELIVR
TRUST WE DELIVERED

OUTLINE OF TOPICS

WHAT WE'LL DISCUSS

About Company

Project Overview

Pain Points

Solution

Facts & Figures

Result

Project Timeline

Solution Look Over

Contact Us



THINK ABOUT IT:

Citta's system revolutionized our deliveries! Faster, cost-effective, and customer-friendly—our efficiency has never been better!



ABOUT RELIVR LOGISTICS

Relivr is a fast-growing courier and logistics service provider, specializing in same-day and scheduled deliveries and has come up as a one-stop solution for all logistics needs. They have collaborated with multiple logistic partners across India, ensuring a cost-effective, hassle-free and a seamless experience for Customers. With a commitment to efficiency and customer satisfaction, they offer real-time parcel tracking, route optimization, and secure deliveries. Their expanding network required a scalable logistics management solution to enhance fleet operations, minimize delays, and improve customer communication.

PROJECT

OVERVIEW

Relivr needed a custom logistics management system to address inefficiencies in delivery tracking, route planning, and driver assignments. Manual operations resulted in delays, higher fuel costs, and customer dissatisfaction. Citta developed an AI-powered logistics solution with real-time tracking, automated driver assignment, and route optimization. This system significantly improved efficiency, reduced costs, and enhanced service quality.

PAIN POINTS

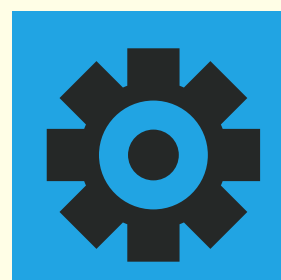
FOR RELIVR LOGISTICS



Manual delivery tracking – No real-time updates for customers and management.



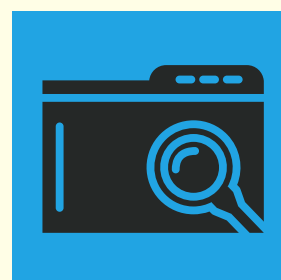
Inefficient route planning – High fuel consumption and delivery delays.



Unstructured driver assignment – Manual task allocation caused inefficiencies.



Lack of customer communication – No automated delivery status notifications.



Limited operational insights – No centralized performance tracking and reporting.

OUR SOLUTIONS

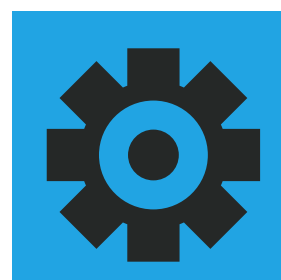
FOR RELIVR LOGISTICS



Real-time tracking system - Live parcel location updates for customers.



AI-based route optimization - Smart navigation for faster deliveries.



Automated driver assignments - Intelligent system for task allocation.



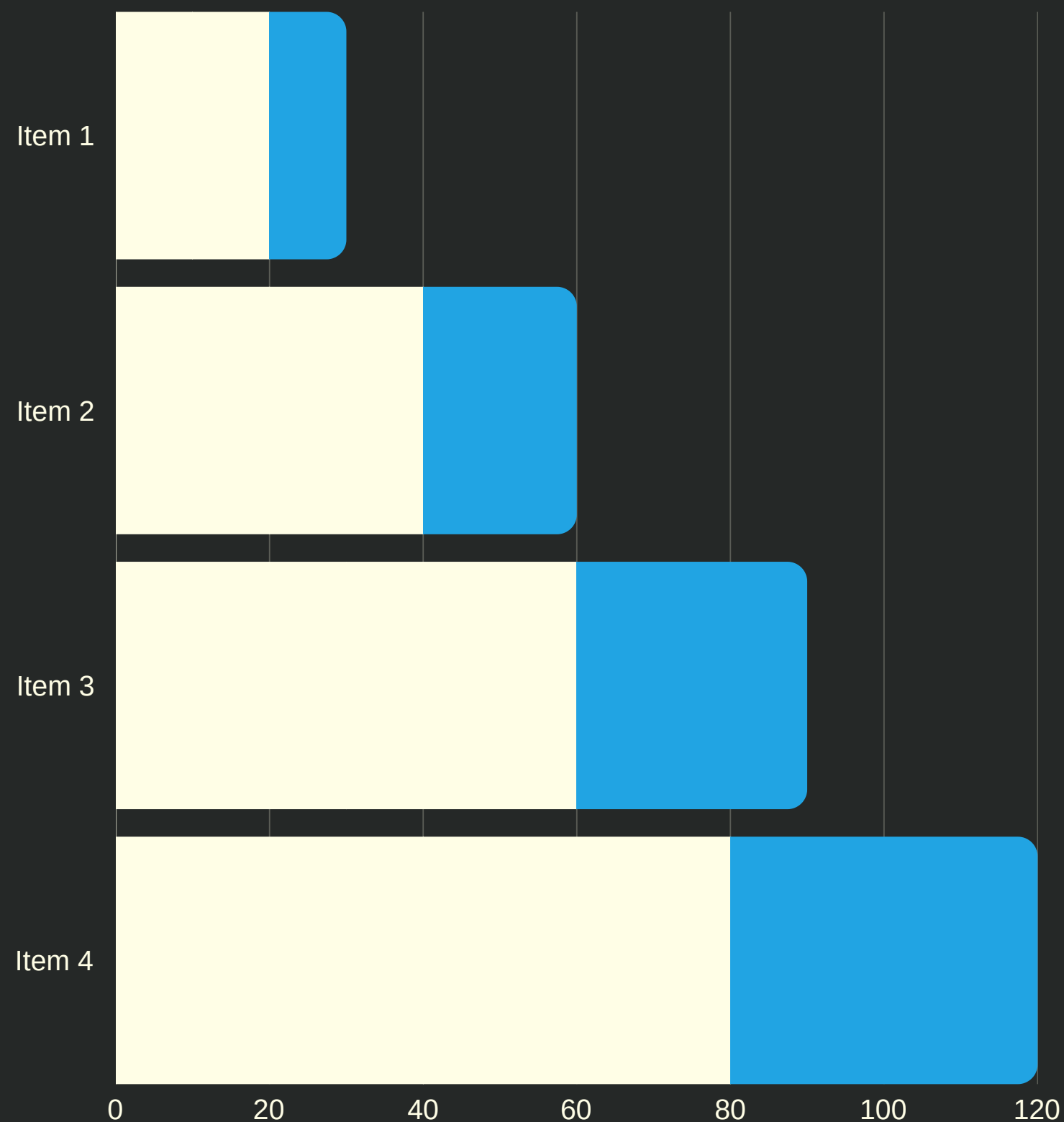
Customer notification integration - Instant SMS/email delivery updates.



Centralized reporting dashboard - Performance insights and analytics.

FACTS & FIGURES

- **30%** faster deliveries with optimized routes.
- **25%** reduction in fuel costs via smart route planning.
- **50%** fewer customer inquiries due to real-time tracking.
- **40%** improved driver efficiency through automated task allocation.



**IMPROVED
EFFICIENCY AND
TRACKING.**

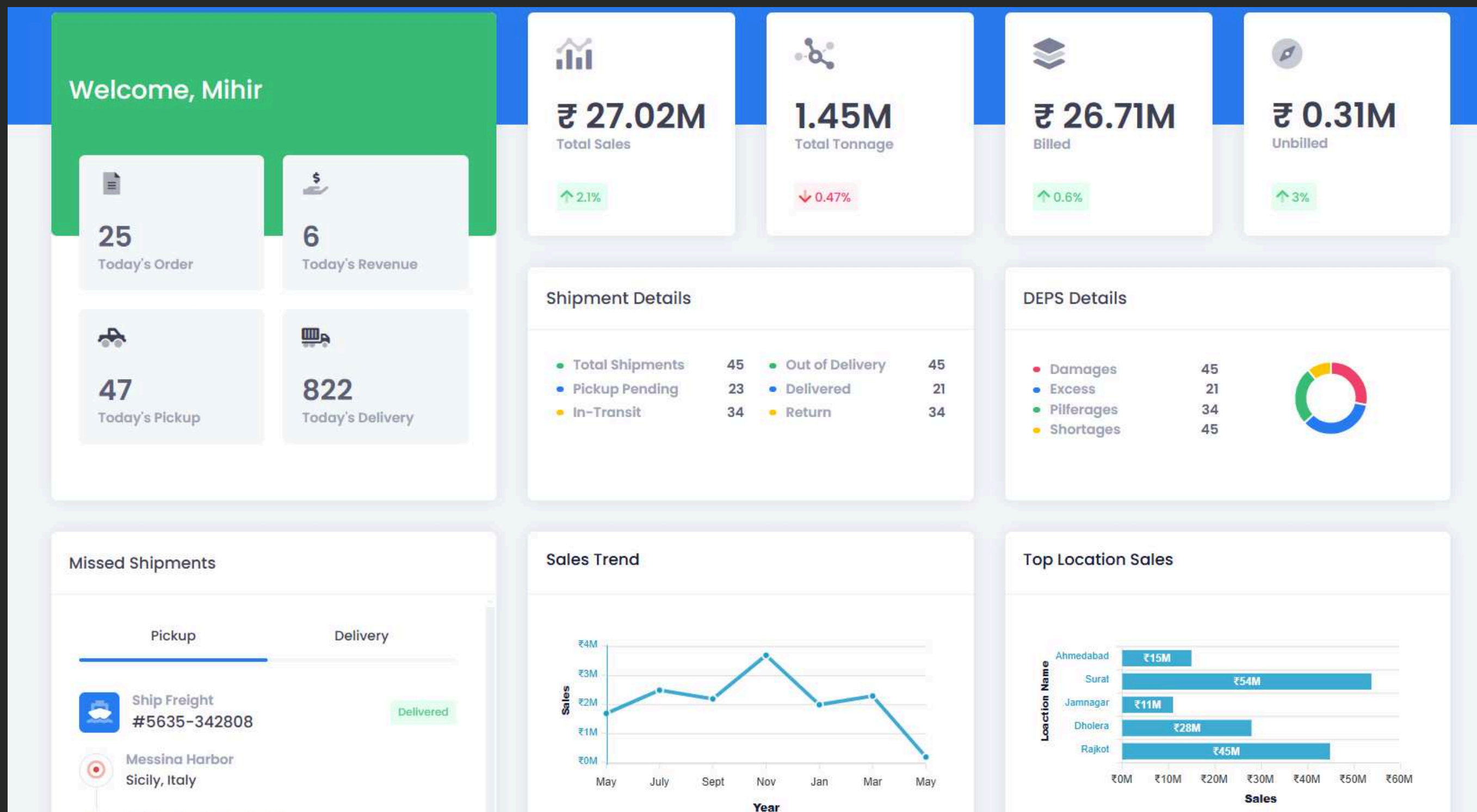
**HIGHER
CUSTOMER
SATISFACTION
LEVELS.**

RELIVR LOGISTICS TIMELINE


A 6-MONTH JOURNEY





Solution Look Over



Solution Look Over



- Dashboard
- Pickup Request
- Docket
- Outward
- Inword
- DRS
- Tracking
- Masters
- Account
- Misc
- DEPS












Pending Pickup

Dashboard • Pending Pickup

7

Pending (10)
Failed (05)
Completed (05)
Total PRQs (01)

| SR# | PRQS NO | CLIENT NAME | CONSIGNOR NAME | CNS | WEIGHT (KG) | PACKAGES | SCHEDULE TIME | STATUS | ACTION |
|-----|---------|---|--|-----|-------------|----------|------------------------|-------------|---|
| 1 | 15131 |  ZEP Infratech Ltd | M Mahesh Patil 89767 90875 | 05 | 1200 kg | 05 | 18 Aug 2023 - 10:20 AM | Completed | - |
| 2 | 15132 |  ZELOS Food Products Pvt Ltd | A Ashish Sharma 90897 09876 | - | 1200 kg | 05 | - | Incompleted |   |
| 3 | 15133 |  WISDOM Infratech | R Rohit Verma 89767 12543 | 05 | 1200 kg | 05 | 18 Aug 2023 - 10:20 AM | Completed | - |
| 4 | 15134 |  ZEP Infratech Ltd | P Pinal Khatri 99087 87678 | - | 1200 kg | 05 | - | Incompleted |   |

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Solution Look Over

Docket
Dashboard • Docket

Client **Retail**

Auto Generate CN
 Rivigo Air Service ⓘ

Primary

Client

Billing Entity

Client Shipment Code(If Any)

Partner

Consignor Address

Tag (Pincode:440023)

Makita Power Tools India Pvt Ltd

Shop No. 3, Ground Floor Commercial,
Chamber Bearing Municipal Street No. 80,
Nagdevi Cross Lane Mumbai - 400003

GSTNO : 07AAGFF2194NIZI

Manish Soni (9874561230)

Tag (Pincode:440023)

Makita Power Tools India Pvt Ltd

Shop No. 3, Ground Floor Commercial,
Chamber Bearing Municipal Street No. 80,
Nagdevi Cross Lane Mumbai - 400003

GSTNO : 07AAGFF2194NIZI

Sushant Parmar (8978909890)

Add New Address

Package

Volume (L*B*H)

Cent ▾

Add in Numbers

Add New Volume

3 Package Type

Barcodes Scanned

System Generated
Pre Printed

System Generated

Vehicle Details

Pickup Vehicle

Summary

| | |
|---------------|--------|
| Actual Volume | 100 |
| Actual CFT | 130 |
| Actual Weight | 50 kgs |

Solution Look Over

Child Docket
Dashboard • Child Docket

Barcodes Scanned

- CODE39CODABAR3456
🗑
- CODE39CODABAR3456
🗑
- CODE39CODABAR3456
🗑
- CODE39CODABAR3456
🗑
- CODE39CODABAR3456
🗑

Primary

Client

Trun India Pvt. Ltd.
▼

Billing Entity

Varun Power Tools India Pvt. Lt...
▼

Client Shipment Code (If Any)

ASDI67627674WS90

Partner

Consignor Address

Tag (Pincode:440023)
▼

Makita Power Tools India Pvt Ltd

Shop No. 3, Ground Floor Commercial, Chamber Bearing Municipal Street No. 80, Nagdevi Cross Lane Mumbai - 400003

GSTNO : 07AAGFF2I94NIZI

Manish Soni (9874561230)

Tag (Pincode:440023)

Makita Power Tools India Pvt Ltd

Shop No. 3, Ground Floor Commercial, Chamber Bearing Municipal Street No. 80, Nagdevi Cross Lane Mumbai - 400003

Consignee Address

Tag (Pincode:440023)
▼

Makita Power Tools India Pvt Ltd

Shop No. 3, Ground Floor Commercial, Chamber Bearing Municipal Street No. 80, Nagdevi Cross Lane Mumbai -

Package

Volume (L*B*H)

Cent
▼

| Length | Breadth | Height | #Pkgs |
|--------|---------|--------|-------|
| 4 | 4 | 4 | 4 |
| 5 | 4 | 5 | 4 |
| 8 | 6 | 8 | 6 |

3 Package Type

Value Added Services

Fragile Material

To Pay

COD / DOD

Cheque in favour of

✍
Makita Power Tools India Pv

Cheque delivery address

Billing Address

Same as Consignor

Same as Consignee

Client

Makita Power Tools India Pvt Ltd

Billing Weight (in Kgs)

50

Booking

Booking Date

12 Oct 2023
📅

Booking Time

01:45 PM
🕒

No. of Packages


150

Actual Weight (in kgs)

2435.50

Content

Solution Look Over



Dashboard • Outward

Dispatch Planning

Dashboard • Outward
Profile

Outward

Dashboard • Outward

Dispatch Planning

Total Do 286

| SR# | DOCKET |
|-----|-----------|
| 1 | 146546549 |
| 2 | 146546549 |
| 3 | 146546549 |
| 4 | 146546549 |
| 5 | 146546549 |
| 6 | 146546549 |

here...

Create Trip

SELECT

1

Create Trip
✕

TRIP DETAIL

Trip No.

Trip Cost

Trip Date

To Location

Loading Supervisor

Remarks

VEHICLE DETAIL

| | | | |
|--|--|---|--|
| <p>Vehicle Type</p> <input type="text" value="Two Wheeler"/> | <p>Vehicle Registration Date</p> <input type="text" value="31/12/2012"/> | <p>Engine No.</p> <input type="text" value="15147"/> | <p>Chasis No.</p> <input type="text" value="15115"/> |
| <p>Body Type</p> <input type="text" value="Metal"/> | <p>RC Book No.</p> <input type="text" value="1721"/> | <p>Insurance No.</p> <input type="text" value="15520"/> | <p>Insurance Validity</p> <input type="text" value="25 Dec 2027"/> |
| <p>Vehicle No.</p> <input type="text" value="GJ01 AH 1235"/> | <p>RTO No.</p> <input type="text" value="756"/> | <p>Permit Validity</p> <input type="text" value="06 Nov 2026"/> | <p>Fitness Validity</p> <input type="text" value="03 Jul 2024"/> |

DRIVER DETAILS

Driver Name

Mobile No.

License No.

License Validity

Primary

Cancel
Add
Submit

Solution Look Over

Tracking
Enter Tracking Number

51000179455

Bangalore
→
Gurgaon

| | |
|------------------------|---|
| Client | Trans Supply Chain (Trans Supply Chain-Relivr) |
| Organization | Relivr Logistic Pvt. Ltd. |
| CN Liability | Owner's Liability (Client) |
| SAM | Manish Kapoor (987456321) |
| Booking Date-Time | 17 Jun 23 - 02:47 PM |
| Pickup Completion Date | - |
| Packages booked | 32/32 |
| Weights | 750 Kgs |
| Consignor Name | Adora Carpet Splendor Pvt Ltd 216 2nd Floor No 2 Bindu Galaxy 1st Main Road Rajajinagar Industrial Town Bangalore Karnataka - 560044 Phone: 9901892984 |

Consignment Status On Time

Received at Ahm

| | |
|---|-------------------------|
| Promised Date of Delivery 22 Jun 23 | Delivery TAT 10:10 |
| Estimated Date of Delivery 23 Jun 23 | Route TAT 05:50 |
| | Additional TAT 02:40 |

[Transit Details](#) [Deps](#) [Child CN](#)

| STATUS | LOCATION | INCHARGE LOADED BY | VEHICAL NO. | PILOT DETAILS | DATE & TIME SCAN TIME |
|---|----------------------------|--|-------------------------------|-----------------------------|---|
| - | Relivr Logistics Pvt. Ltd. | A Alpha Star Shipping 89767 90875 | GJ 01 BH 7213 Four Vehilce | Mahesh Patil 89767 90875 | 17 Jun 2023 02:53 |
| - | Relivr Logistics Pvt. Ltd. | A Alpha Star Shipping 89767 90875 | - | Mahesh Patil 89767 90875 | 17 Jun 2023 02:53 |
| Original PC - IN | Relivr Logistics Pvt. Ltd. | A Alpha Star Shipping 89767 90875 | GJ 01 BH 7213 Four Vehilce | Mahesh Patil 89767 90875 | 17 Jun 2023 02:53 -5 hrs, In Transit |
| Original PC - Out | Relivr Logistics Pvt. Ltd. | A Alpha Star Shipping 89767 90875 | GJ 01 BH 7213 Four Vehilce | Mahesh Patil 89767 90875 | 17 Jun 2023 02:53 +1 Day, Delayed |
| - | Relivr Logistics Pvt. Ltd. | A Alpha Star Shipping 89767 90875 | GJ 01 BH 7213 Four Vehilce | Mahesh Patil 89767 90875 | 17 Jun 2023 02:53 |

CONTACT US

FOR QUESTIONS, COMMENTS,
AND MORE INFO

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Road, Thaltej. Ahmedabad-
380059.

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