

# CUSTOMER GATEWAY

EPISODE 1

A NICIA IMPACT JAM

AT THE WEEKLY OPERATIONS MEETING  
AT THE MERRY MOO MILK CO...



THE CUSTOMER  
SALES TARGETS HAVE  
BEEN GREEN-  
LIGHTED!

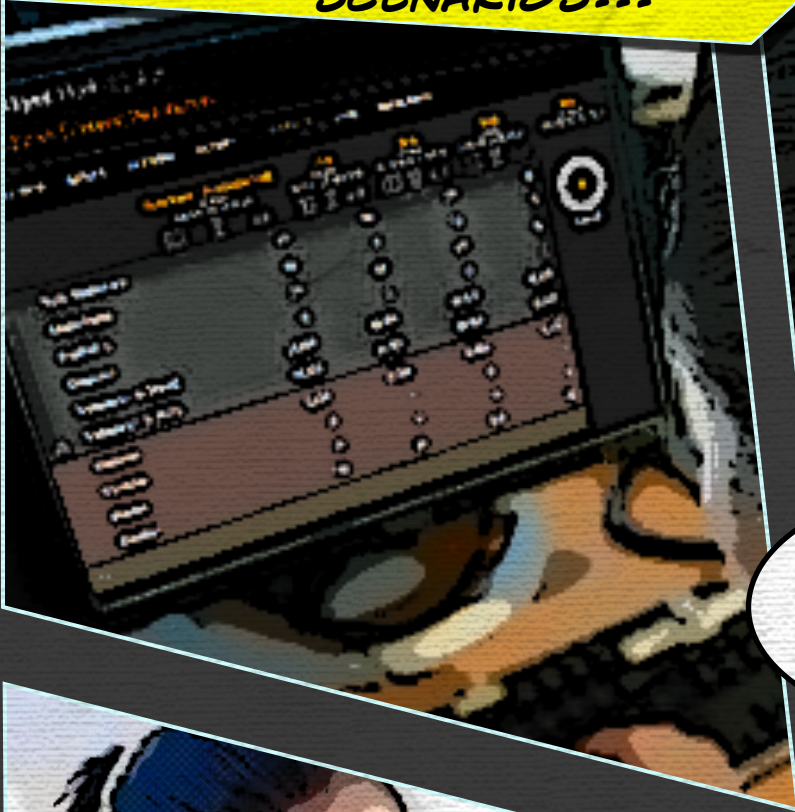
NEW DRIVERS ARE  
AWARE OF THE NEW  
HOURS REGULATIONS.

HEY...  
I'M GETTING  
CONCERNED ABOUT HOW  
THIS AFFECTS RUNNING  
COSTS...



NO WORRIES!  
THE IFL CUSTOMER  
GATEWAY WAS MADE  
FOR THIS!

**PAM STARTS RUNNING SCENARIOS...**



OK.. SO WE ARE SERVICING EXTRA CUSTOMERS...

ADHERING TO ADDITIONAL DRIVER BREAK REGULATIONS...

... AND STILL INCREASE PROFITABILITY...



HEY BRETT, DO YOU THINK SERVO'S WOULD MIND A DELIVERY TIME WINDOW INCREASE IF WE REDUCE DELIVERY PRICE?

THEY'LL BE FINE WITH THAT

OK, I'LL ADD ONE MORE ITERATION AND RUN THE SCENARIOS...

**DING!**



LITERALLY 30 SECONDS LATER....

HERE'S FIVE SCENARIOS THAT INCLUDE THE EXTRA CUSTOMERS AND THE COMPLIANT DRIVER HOURS.

WE USE LESS VEHICLES, AND HAVE LESS RUNNING COSTS

AND PROFIT GOES UP!



**Intelligent Fleet Logistics** Welcome yanll

**Cost To Serve Scenario Workbench** HELP ACCOUNT SIGN OUT

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CLEANSE DATA   IMPORT   SETTINGS   EXPORT   COMPARISON CHARTS   GPAD   CUSTOMERS

	<b>Base Case (Unconstrained)</b> <small>Created 2013-11-25 10:35:24</small>	<b>IRO</b> <small>Created 2013-11-25 10:56:49</small>	<b>Bcu</b> <small>Created 2013-11-25 11:02:25</small>	<b>Test</b> <small>Created 2013-12-04 10:17:11</small>	<b>Cts</b> <small>Created 2013-11-25 10:57:03</small>
<b>Total Customers</b>	37	34	37	37	
<b>Unprofitable</b>	10	3	10	5	
<b>Profitable</b>	27	31	27	32	
<b>Dropped</b>					
<b>Volume unit</b>					

**Intelligent Fleet Logistics**

Welcome **Andy Yanjan** Help Sign out

**Base Case**  
GPAD: \$363,000  
GROSS MARGIN: \$440,000

**CTS-1**  
SAVINGS ANNUALISED: \$1,200,300  
GPAD: +28,000  
GROSS MARGIN: +\$24,000  
VEHICLES: 6  
ROUTES: 6  
CUSTOMERS: 6

**CTS-2**  
SAVINGS ANNUALISED: \$1,100,900  
GPAD: +35,000  
GROSS MARGIN: +\$20,000  
VEHICLES: -0  
ROUTES: -2  
CUSTOMERS: -1

[Display comparisons tables](#)

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DELIVERIES, CUSTOMERS AND BUSINESS ARE ALL TAKEN CARE OF.



JUST ONE OF MANY EPISODES FROM  
THE IFL CUSTOMER GATEWAY STORY

# IFL CUSTOMER GATEWAY

**WHAT'S A NICTA IMPACT JAM?**

ITS WHAT HAPPENS WHEN AWESOME RESEARCH, SOFTWARE ENGINEERS, USER EXPERIENCE AND DATA VISUALISATION MINDS WORK DIRECTLY WITH THE CLIENT TO MAKE IMPACT.

**PROJECT:** IFL COST TO SERVE CUSTOMER GATEWAY

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