

# DISPATCH SCIENCE

## How One Company is Using Artificial Intelligence for the Benefit of Couriers

By Abbie Stutzer

**C**ourier Magazine recently interviewed the professionals at Dispatch Science in order to demystify the use of Artificial Intelligence in their software solution for couriers.

*Courier Magazine: When was your company founded and how was it founded?*

**Dispatch Science:** Dispatch Science was formed in 2016. Our 20-person team is made up of software and mobile technology experts who were inspired by courier company veterans frustrated by rising costs, lower margins, and an

utter lack of adequate tools.

Our team has a strong track record of developing

### Dispatch Science

Established: 2016

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successful technology solutions for the transportation industry, an exhaustive portfolio of popular mobile applications, and many years of experience developing, marketing, and implementing enterprise software applications.

*Courier Magazine: Tell us about what your company does and the services it provides.*

**Dispatch Science:** Our team has been working over the past seven years creating and developing advanced cloud-enabled technology solutions for transporters, with a

mobile-first focus and emphasis on modern web, GPS, and mapping technologies.

Our software is a complete Courier Management System that automates and eliminates manual coordination and manual dispatching activities for on-demand and last-mile delivery providers.

*Courier Magazine: Could you explain what your company's software does?*

**Dispatch Science:** Dispatch Science is a new Courier Management System that includes and improves on all the key features courier operators have come to expect from their management systems. What sets us apart are our state-of-the-art algorithms that use Artificial Intelligence to automate the order dispatching process.

These algorithms can look at all the moving pieces of delivery operations, and make the best choices. Our algorithms account for such things as order pick-up and drop-off addresses, drivers' current and future positions, order delivery times, size and weight, vehicle capacities, driver reliability, workload distribution factors, and much, much more. The system then automatically assigns the orders to the right drivers. Drivers get their assignments on their smartphones, and can easily accept or pass on an order.... It's pretty much an Uber for couriers, except we can assign entire routes, not just one order at a time.

Since our expertise originated in mobile technologies, we also offer native iOS and Android mobile apps for drivers, and

even for customers to place their orders or manage their accounts.

*Courier Magazine: How is that different than route optimization?*

**Dispatch Science:** We take the concept of route optimization, and then extend it to allow for constant and real-time change. If a new order is received beside a driver's current

location, can it be inserted into his queue? Can he make that pickup, the corresponding delivery, and still make the rest of his runs? Without compromising the ETA's of existing orders? If not, we automatically evaluate these questions for the next closest driver. And so on, and so on.

*Courier Magazine: Does that mean the company will replace dispatchers with computers?*

**Dispatch Science:** We're changing the traditional model of dispatch. Not long ago, switchboard operators connected phone calls, call agents dispatched taxis, travel agents booked flights. Similarly, we've automated manual tasks. People can now focus on customer service, taking appointments, managing exceptions, and many other tasks while letting the software execute manual tasks more efficiently and at dramatically reduced costs..

*Courier Magazine: How do you make certain that your software, technologies stay up-to-date?*

**Dispatch Science:** We have partnered with a prestigious university's Artificial Intelligence research team. It's an arrangement that keeps us constantly on our toes. So, we're relentlessly improving on the speed and accuracy of our algorithms, and since our solution runs in the cloud, our customers benefit by always being current with latest technologies, and none of the headaches or costs of maintaining equipment.

*Courier Magazine: What type of businesses do you serve?*

**Dispatch Science:** We currently serve on-demand and last-mile delivery businesses including courier businesses, dispatchers, and companies offering field services.

*Courier Magazine: What's your goal/s to help grow your company in the next year? Five years?*

**Dispatch Science:** Our goal is to become the leader in automated dispatch solutions. We'll do this by partnering with other software providers, and opening-up our API for

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integration into other courier management systems.

In five years, we'd like to be a top brand in the delivery industry with our solution powering dispatch decisions throughout the world.

*Courier Magazine: Do you have plans to expand? Specialize in different services?*

**Dispatch Science:** We believe our algorithms will help companies in many other sectors dispatch field personnel. Be it healthcare, repair-persons, insurance agents, or others. However, we recognize that the market only rewards the winners, so we'll focus on delivering value to our early-adopters and courier industry innovators. We won't let ourselves get distracted until we've delivered what we promised.

#### About the Author

Abbie Stutzer is the Editor of *Courier Magazine*.

**If you are interested in selling your same-day delivery business, I am interested in talking to you.**

I am a very serious buyer. I am not a tire kicker. I am willing to pay a full and fair price. I am not a bottom feeder. I am not a broker. I am not an attorney. I have owned delivery companies in the past and understand how to manage the business profitably. I am interested in businesses that utilize independent contractors only. I am interested in buying businesses that have three basic service lines:

- 1) On-Demand
- 2) Routed and Scheduled
- 3) Distribution/Strategic Parts Depot

I am interested in buying businesses that contract with at least 50 and up to 100 I/C's. I can close rapidly. I want to keep the business owner employed after the sale.

**Look for me at the CLDA convention in Orlando this May.**

**Please call 832-656-6231**