

On-Time Delivery From 82% to 96% Across 40 Depots

Logistics · 40 depots · Dynamics 365 Supply Chain Management + staffed delivery pod

Customer challenge

Dispatch planning ran on spreadsheets, on-time delivery sat at 82%, and lane-level profitability was only visible at quarter-end.

Solution delivered

Myrmetics deployed Dynamics 365 Supply Chain Management with transport automation, provided a staffed delivery pod for the rollout, and built lane-level margin analytics in Power BI surfaced through OpsGrid.

Engagement summary

Microsoft technologies	Dynamics 365 Supply Chain Management, Azure Logic Apps, Power BI, Myrmetics OpsGrid
Implementation duration	5 months
ROI achieved	2.9x return within 20 months.

Business outcomes

- On-time delivery improved from 82% to 96%
- Dispatch planning effort reduced 35%
- Lane profitability visible daily instead of quarterly
- Depot rollout completed with zero missed cutover windows

In the customer's words

"We got a delivery team and a platform in one contract — no integration politics, no finger-pointing."

— Vice President, Operations

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