

Routing System Health Check Survey

How do you know if it's time to replace your routing and mobile solutions? Take our short survey.

The distribution business model that many companies have used for years is being challenged by changing customer demand and ever tightening margins. As companies look for new ways to serve their customers and become more profitable, they must determine if the solutions they use to plan, dispatch and track routes, and supporting mobile apps can enable today's business models.

We created a survey about your existing routing solutions to help you determine if they are worth keeping or it is time to replace them.

Please rate the following statements on this scale:

1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

1 Route planners manually create routes rather than use the solution's optimization capabilities.

1 2 3 4 5



2 We have new delivery models and services we want to implement, but the solution won't support them.

1 2 3 4 5



3 Route planners and dispatchers constantly have to work outside of the planning system to make last-minute changes.

1 2 3 4 5



4 We have customer service issues because we can't react quickly or correctly to last-minute orders or customer order changes.

1 2 3 4 5



5 Drivers regularly change delivery sequences because they believe route plans are not feasible or take too much time.

1 2 3 4 5



6 Delivery service times are guesstimates and because we really don't know how much should be allocated to each delivery.

1 2 3 4 5



7 We don't know how drivers are progressing on routes unless they call with problems or are back at the distribution center.

1 2 3 4 5



8 The drivers use multiple mobile apps, only an app for basic POD, or no app.

1 2 3 4 5



9 We cannot easily measure plan versus actual route performance or individual driver performance.

1 2 3 4 5



10 The vendor is moving to a cloud platform and there is not an easy path to migrate from our on-premise solution.

1 2 3 4 5



So, how well are your existing routing and mobile solutions supporting your distribution performance?

<20: Your existing solutions are making a difference for your distribution operations.
 21-40: Your existing solutions are just getting by, neither hurting nor enabling your distribution operations.
 >40: Your existing solutions are hurting your distribution operations and the damage will get worse over time.

If you scored higher than 20, contact a Descartes solutions expert today to learn more about how Descartes' routing solutions can make a meaningful difference to your overall business performance.

[Contact a Descartes Solutions Expert](#)