



# Singapore Healthcare Management 2024

(Abstract Code: SHM\_OP119)  
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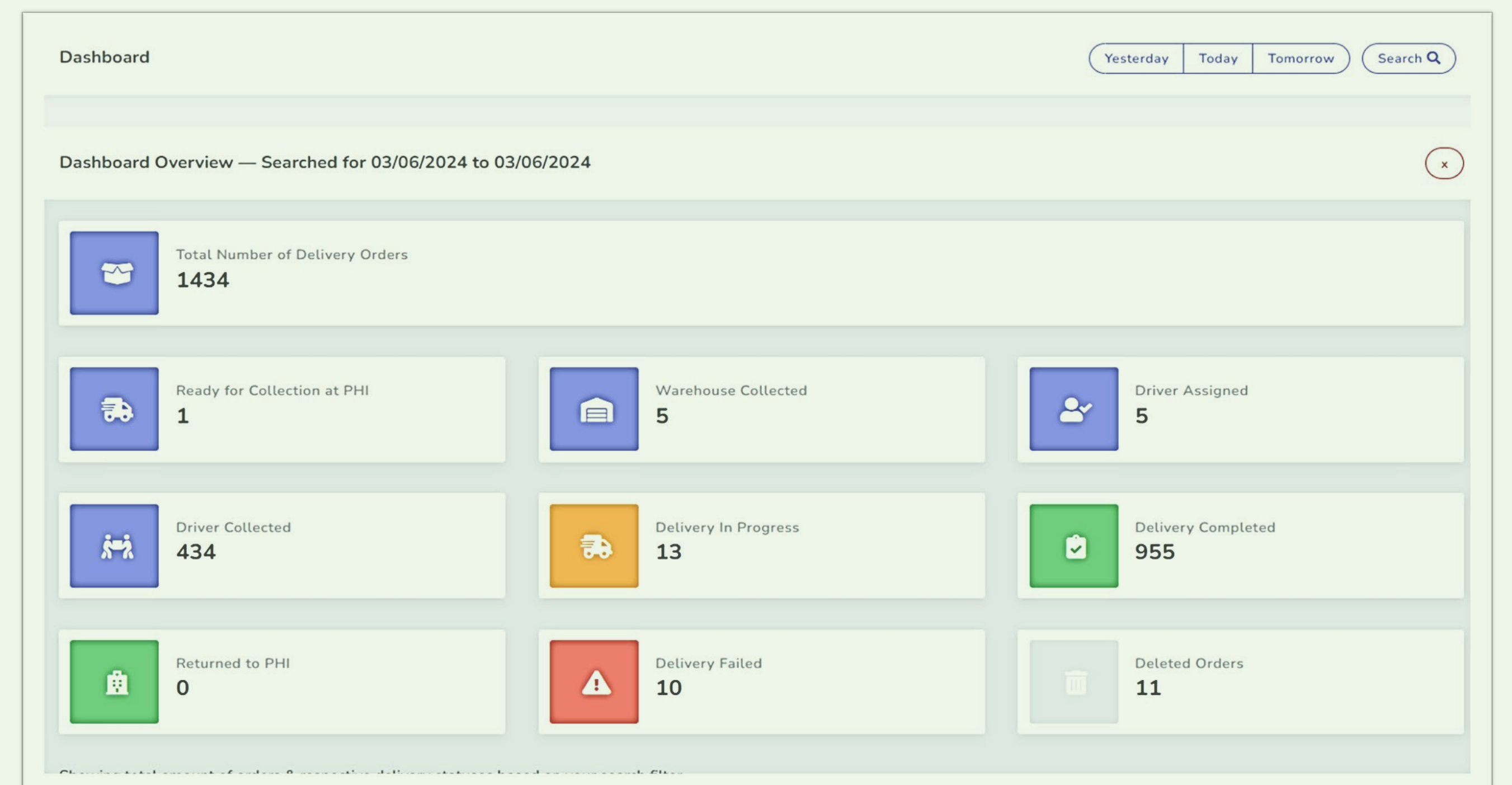
## Introduction

### CHARIOTS

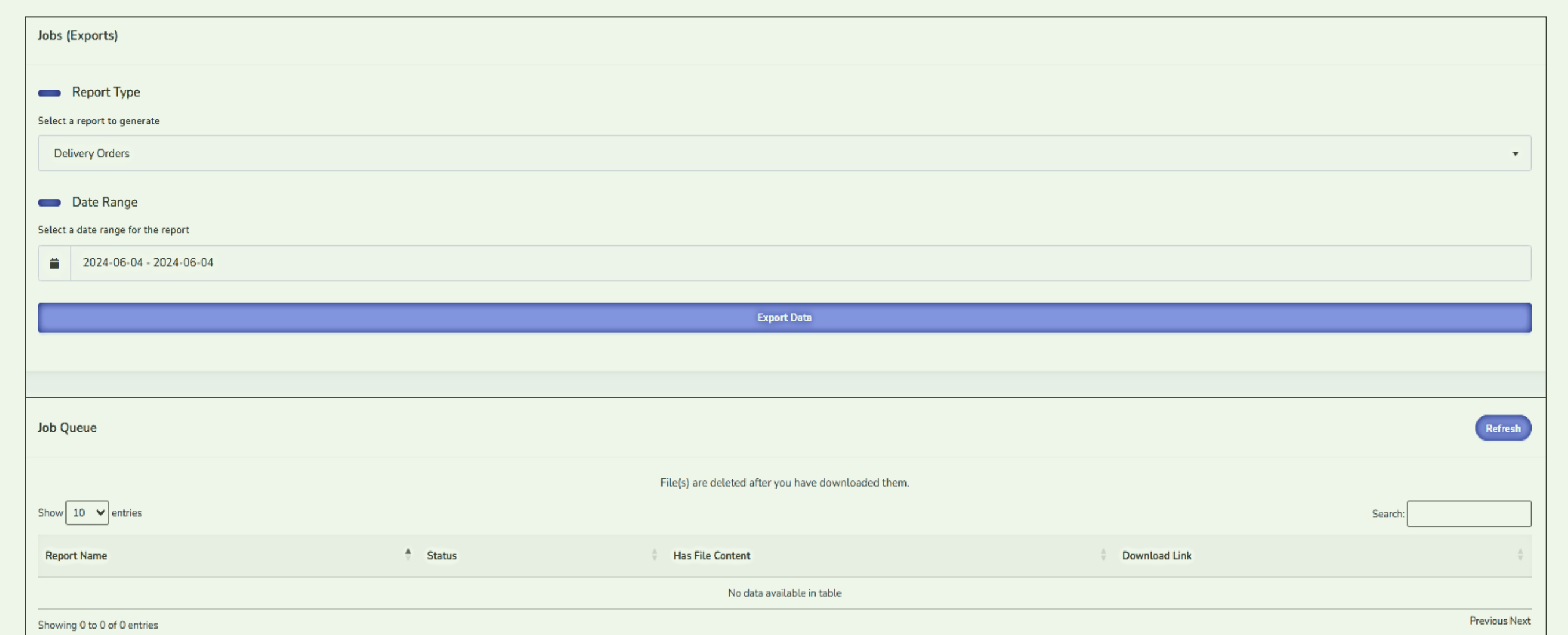
An application designed for our Last-Mile Transport Management System, which serves to streamline courier delivery operations. This platform empowers couriers to effectively manage customer expectations, facilitate communication regarding affected parcels, and adjust strategies in alignment with predefined rules and service level agreements.



A dashboard for analytics and reporting designed to capture key performance indicators(KPIs).



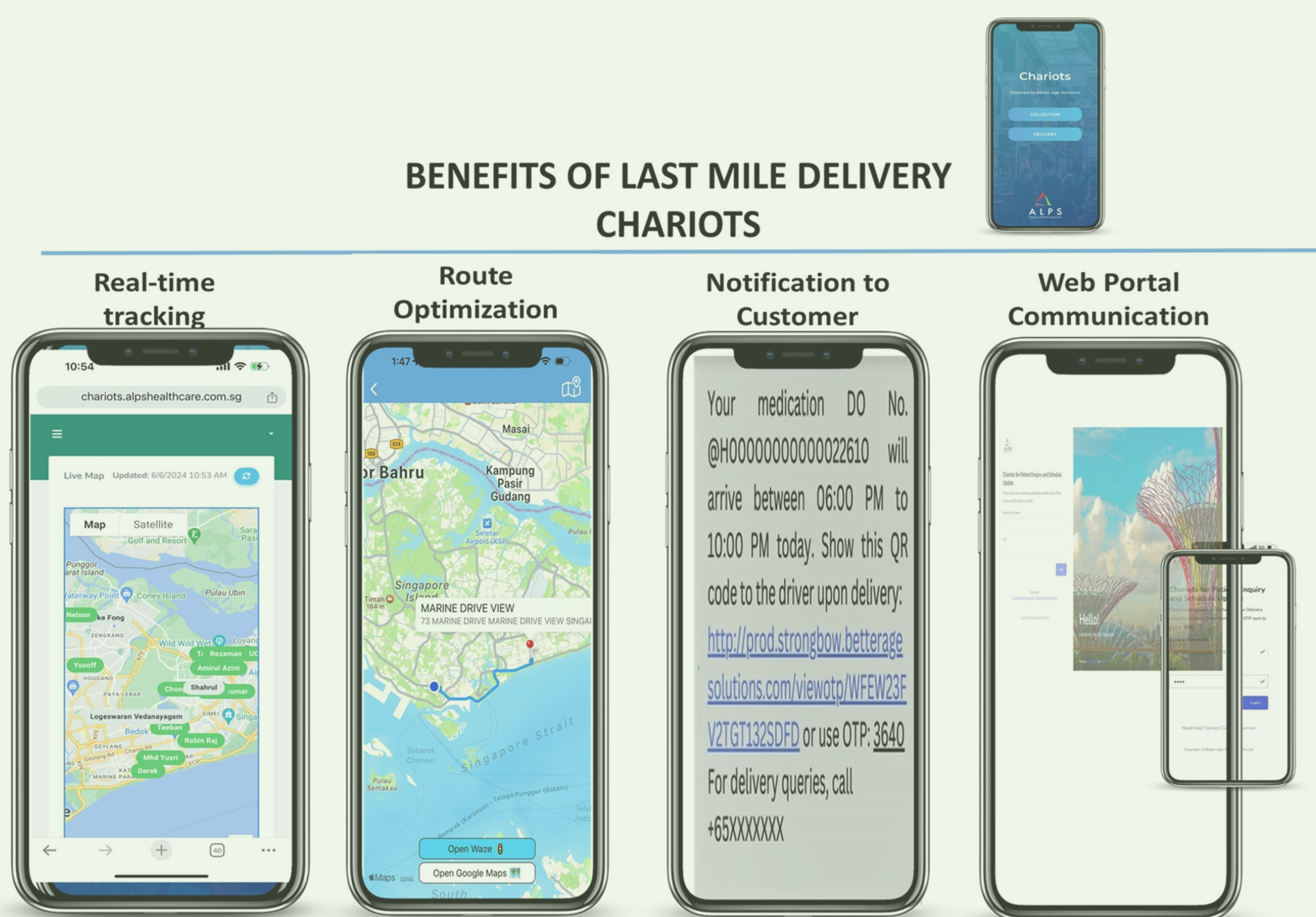
Ability to generate the report based on the selected date.



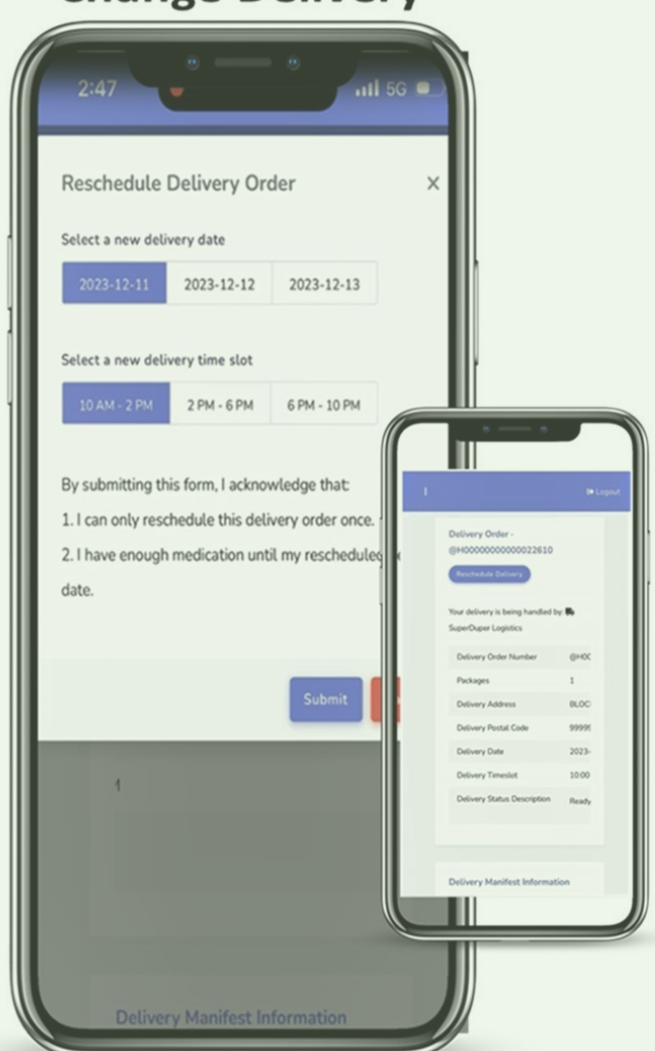
## Methodology

As a last-mile courier delivery service, **CHARIOTS** provides support through various functionalities such as...

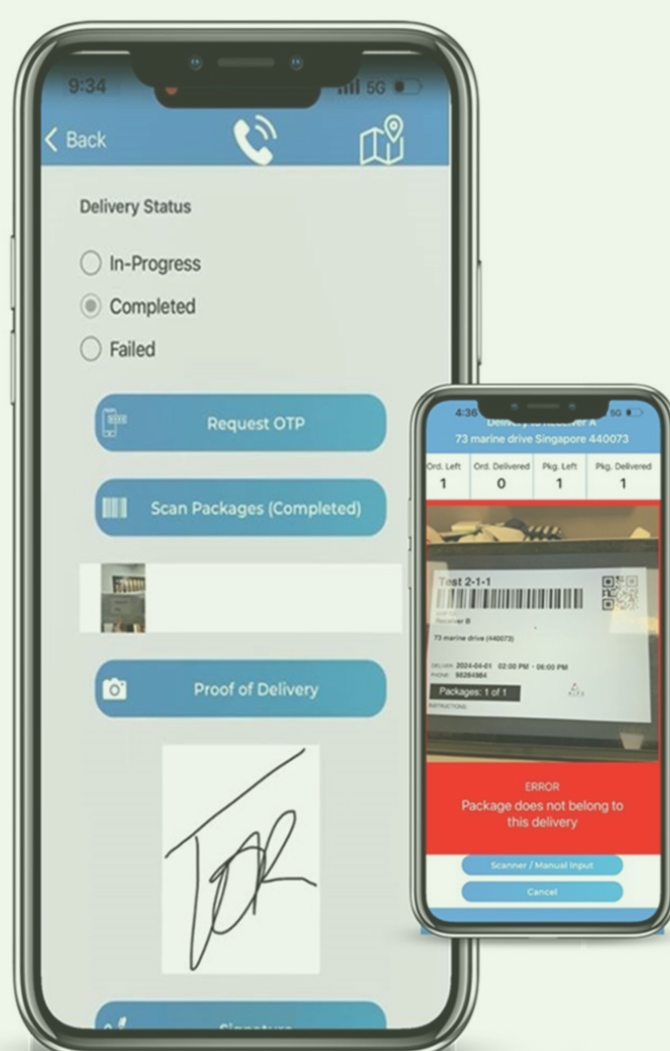
### BENEFITS OF LAST MILE DELIVERY CHARIOTS



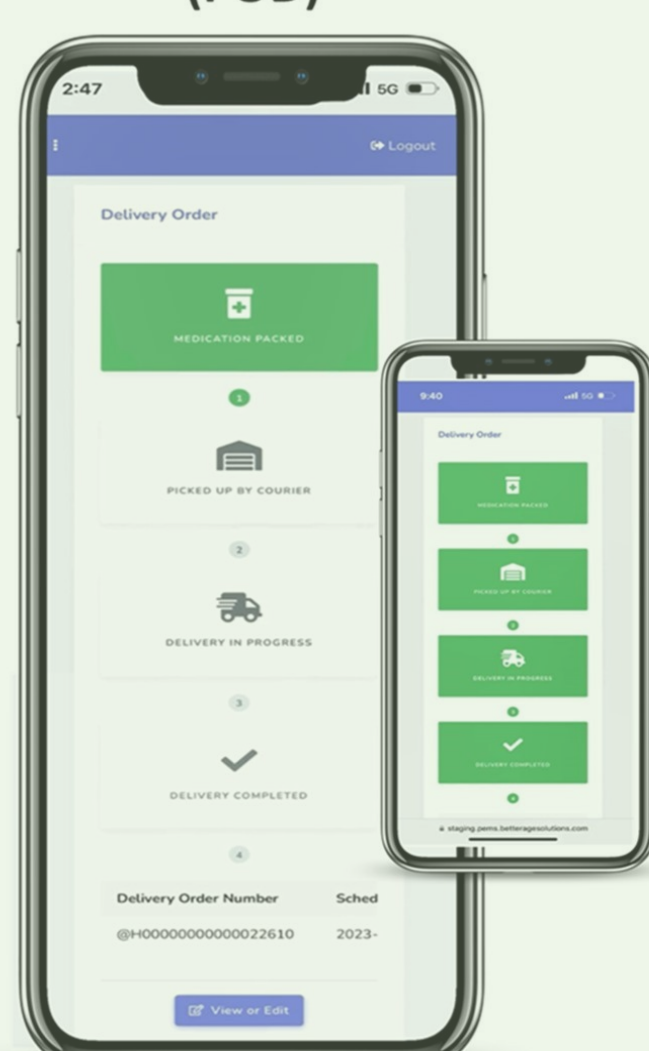
### Self-Service Change Delivery



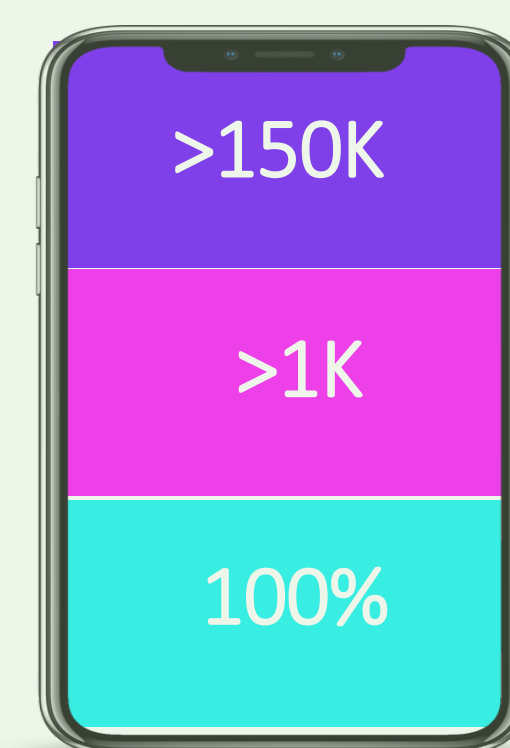
### Delivery Security



### Proof of Delivery (POD)



## Results



Over the past five months, **CHARIOTS** has delivered over 150K parcels, including those destined for Healthier SG.

Daily parcel delivery of about 1,000 or more...

"100%" successful parcel tracking!

## Conclusion



**CHARIOTS** is a last-mile mobile app that streamlines delivery, improves patient satisfaction, and keeps Operations competitive in the fast-paced e-pharmacy landscape.

