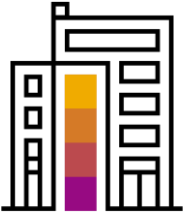




SAP® Innovation Awards 2020 Entry Pitch Deck

Enabling Eco-Friendly Deliveries with Digitalized Communications

Revolt Smart Solutions SL



Company Information

Headquarters	Madrid, Spain
Industry	High tech
Web site	www.revoolt.me (Spanish)

Quality customer service is a top priority for companies offering last-mile delivery services, but many enterprises, such as grocery stores, don't have the technology and expertise they need to optimize deliveries. To help its customers enhance their delivery services, high tech innovator Revoolt Smart Solutions SL provides an innovative urban logistics solution based on electric vehicles. Its solution streamlines processes and enables the company's customers to take an eco-friendly approach to making last-mile deliveries.

Enabling Eco-Friendly Deliveries with Digital Communications

Revolt Smart Solutions SL



With SAP SMS 365 integrated into our advanced logistics platform, we can take advantage of digital, real-time communications to help our customers serve their customers better. Making things more efficient and cost-effective by going digital with services from the SAP Digital Interconnect group fits our mission to create a platform for sustainable, reliable, and scalable last-mile delivery.

Angel Sanchez Garcia,
CEO and Cofounder,
Revolt Smart Solutions SL

Challenge

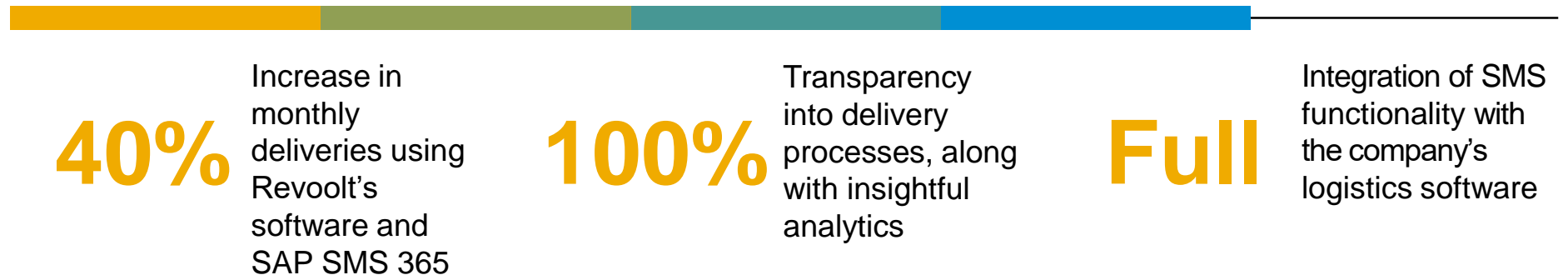
To help its customers reduce missed deliveries and delays and enhance experiences for their own customers, Revolt needed to include advanced communications capabilities in its solution. The company wanted a sophisticated SMS solution and a cloud-based platform for reliable digital communications.

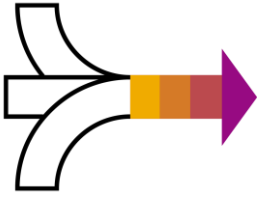
Solution

Revolt chose the SAP® SMS 365 mobile service to integrate cutting-edge communications into its delivery software. The mobile service provides secure and reliable messaging and real-time notifications through its global digital messaging network of more than 1,000 mobile operators.

Outcome

With digital communications facilitated by SAP SMS 365, Revolt's customers can complete more deliveries on the first try, avoid unnecessary costs, and further limit emissions and power usage. Revolt improved the efficiency and transparency of delivery processes and enhanced customer experiences.

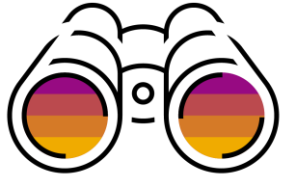




Business Challenges and Objectives

- Lack of the right technology, expertise, and approach to maximize the efforts of last-mile delivery companies
- Manual, ad hoc practices and delivery-related processes that do not provide full transparency
- Lapses in communication, which can cause missed or delayed deliveries, multiple delivery attempts, higher costs, and lower customer satisfaction levels
- Increased emissions and pollution associated with fleets of gas and diesel vehicles

- Implement a sophisticated SMS solution and a cloud-based platform to support and facilitate reliable digital communications with advanced communication capabilities
- Reduce missed deliveries, delays, and complaints, and improve first-try delivery rates and customer experiences
- Improve the efficiency and cost-effectiveness of the delivery services and processes for Revoolt's customers



Project or Use Case Details

Dependable digital communications are essential for optimal last-mile delivery processes and outcomes. To make it happen and integrate cutting-edge communications into its delivery software, Revoolt chose the enterprise service of SAP SMS 365, part of digital interconnect services from SAP. The mobile service provides:

- Secure, reliable messaging and real-time notifications through its global messaging network
- Full, real-time visibility into delivery status and performance analytics
- Simplified and accelerated integration of SMS communication services with Revoolt's last-mile delivery solutions
- Expert technical and developer support and APIs
- Improved interactions and experiences for end customers



Benefits and Outcomes

Business or Social

- Reduction in environmental impact, with limited emissions and power usage
- More on-time deliveries, avoiding unnecessary costs from multiple delivery attempts
- Optimization of delivery size and frequency and efficiency improvement
- Real-time vehicle tracking

IT

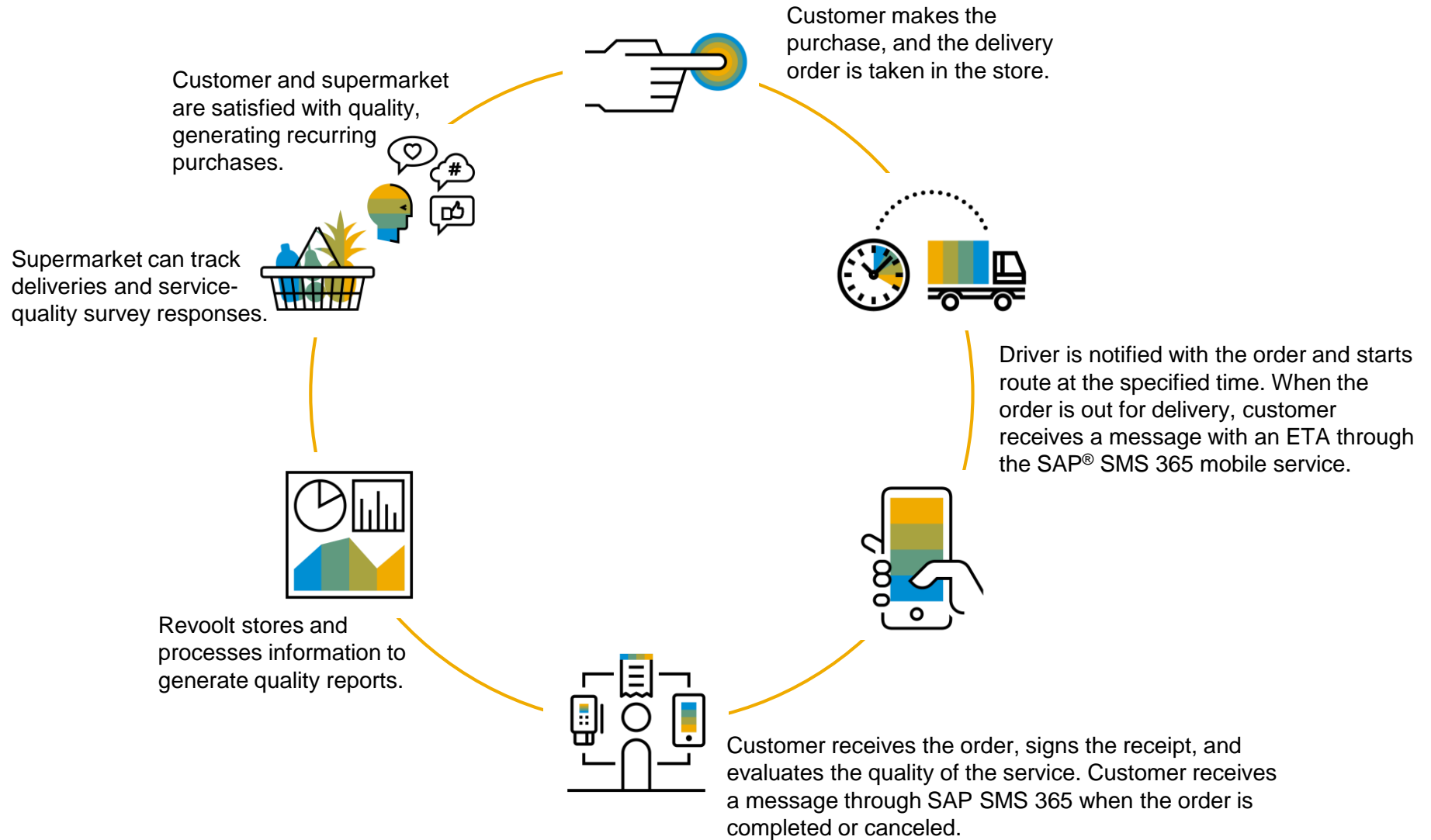
- Simplified integration of SMS services with Revoolt's custom solution
- Reduction in demand on IT resources
- Reliable messaging through a digital global network
- Real-time notifications to traffic managers
- KPIs and efficient reports

Human Empowerment

- Higher customer satisfaction and a reduction in the number of complaints
- Improvement in customer experiences, with real-time tracking and two-hour delivery time slots
- Recurring purchases, expense adjustment, and storage optimization



Architecture





Deployment

Deployment status Live

Date October 9, 2018 Number of users >35,000 per month

SAP technologies used:

SAP product	Deployment status (live or proof of concept [POC])	Contribution to project
1 SAP SMS 365	Live	Provide digital communications and messaging
2 SAP IoT connect 365 mobile service	Live	Provide SIMs and data roaming

If you have used one of the services or support offerings from SAP Digital Business Services during the implementation or deployment phase, please select with ☒ one or more of the following offerings:

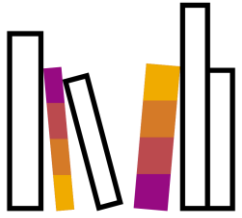
- ☐ SAP MaxAttention™
- ☐ SAP ActiveAttention™
- ☐ SAP Advanced Deployment
- ☐ SAP Value Assurance
- ☐ SAP Model Company
- ☒ Others: SAP SMS 365, enterprise service
- ☐ SAP Innovation Services
- ☐ SAP Innovative Business Solutions



Advanced Technologies

The following **advanced technologies** were part of the project.

	Technology or use case	Yes or No	Contribution to project
1	3D printing	No	
2	Blockchain	Yes (2020)	Supply chain
3	Internet of Things (IoT)	Yes	Real-time vehicle location
4	Machine learning or AI	Yes	Improving resources (such as drivers, vehicles, and stops)
5	Conversational AI	No	
6	Robotic process automation	No	
7	Data anonymization	Yes	Training and reports
8	Augmented analytics	No	



Additional Information

In the future, Revolt expects to include a greater range of communications capabilities with its last-mile delivery software, and it will look to digital interconnect services from SAP for additional API-driven engagement services in the cloud.

The company plans to add WhatsApp and other social channels available through the SAP Social Channels 365 mobile service, which integrates and streamlines communications for multiple channels using a single API.

A market innovator and startup, Revolt has focused on grocery stores as its primary customers. But as it expands to serve a wider base, it will depend on the flexibility and scalability of digital interconnect services from SAP.