

Solutions Overview

Field service organisations no longer
need to suffer through broken logistics

DROP POINT[®]



Book a meeting



Materials Orchestration System (MOS)

Software Built by Field Service for Field Service

Droppoint's Materials Orchestration System (MOS) is a one-of-a-kind field service logistics solution combining transport, inventory, and location management while utilising artificial intelligence (AI) and machine learning (ML) to drive better business outcomes.

The concept of Materials Orchestration stems from our founders' belief that exceptional field service logistics is a harmonious blend of collaboration, timing, and skill, much like a well-conducted orchestra.

Simplify your processes with our Managed Logistics Solution. MOS simplifies managing your parts, spaces and transportation through our PUDO network.

MOS can stand alone or integrate with your existing systems, centralising your information, improving your field service technicians productivity and inventory management.

Make managing your field service supply chain easier.

- Secure cloud based system
- Full visibility and control of costs, jobs, inventory, and people
- Integrate with your existing ERP/CRM/FSM system
- Customised to meet your specific business needs and SLAs.

Inventory and Materials Management.

MOS allows all users, from warehouse staff to field engineers, to manage workflows at every stage of the part lifecycle.

From the movement of materials to their use in repairs or distribution to customer, MOS provides end-to-end inventory visibility, right down to the serial number.

Keeping track of parts deliveries is simple.

Our technician app makes it easy to keep track of parts deliveries. Get notified when your parts are on their way, track them live, and, once they arrive, scan to collect. Simple.





Field Service Logistics Solutions

JUST in TIME

Droppoint is the only logistics provider of its kind offering B2B service levels without the noise. Parts will be delivered when and where they are needed, underpinned by our specialised service delivery organisation and Materials Orchestration System.

Our service is exclusively for field service organisations, so you can trust that your deliveries will be given the right attention.

Parts arrive early so that technicians can maintain their workflow, with convenient collection points near their home or work area en route to the job site.



24/7



PUDO (Pick Up and Drop Off) Locations

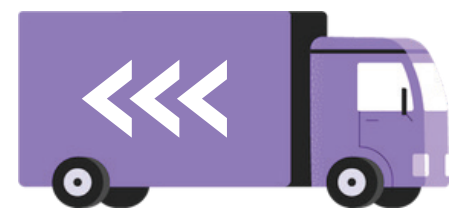
PUDOs provide convenient locations for field technicians to pick up and drop off parts and equipment, eliminating the need to return to a central depot. This saves time and reduces asset downtime, maximising technicians time on service tasks, completing jobs faster.

Droppoint offers a range of PUDO solutions through our network of locations, leveraging the shared economy or providing bespoke, dedicated sites to meet all your specific field service requirements.

Reverse Logistics

Droppoint's reverse logistics solution focuses on how to best triage, collect, and transport your repairs, warranties, and recycling from the field.

Droppoint has established disposal and recycling partnerships and manages top industry relationships to enhance customer satisfaction, reduce organisational friction, maximise inventory availability while minimising environmental impact.

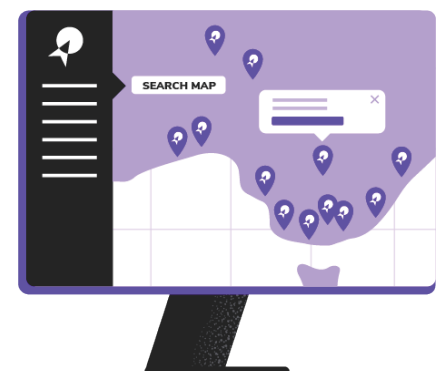


Project Logistics

From concept to completion, Droppoint's Materials Orchestration System is the conductor of your project logistics success.

Our project logistics approach tackles the toughest challenges: complex cargo, tight deadlines, national reach, and unexpected obstacles. Droppoint picks the best routes, minimises risk, and ensures your materials arrive on time and on budget.

Our experienced team plans and manages every detail of your project, tailored to your specific needs.



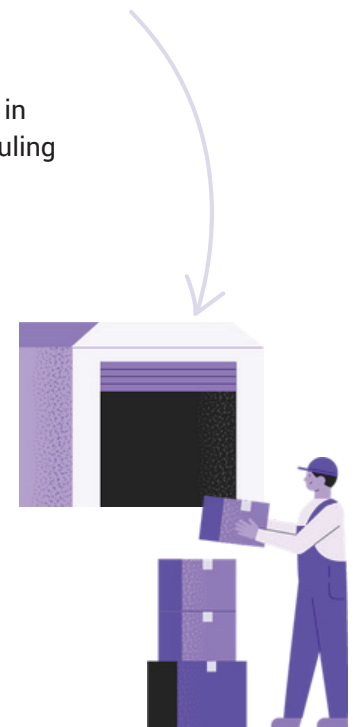
Sendspace

Our Sendspace solution brings Micro-Fulfillment to field service.

Through strategically located facilities, inventory can be positioned closer to customer facing assets, significantly improving customer response times and technician efficiency while reducing carbon emissions from excess technician travel.

Through consolidation of inventory these central locations empower field service organisations to optimise their parts holding and reduce sunk cost against inventory in the field. MOS provides visibility of this inventory taking the guess work out of scheduling with its auto replenishment capability.

The unpredictable nature of field service is easily managed through flexible space allocation, each site can be configured on demand to suit business needs.



Collect Space

An unmanned forward stocking location designed to maximise service level adherence and increase your first-time fix rate with secure 24/7 access.

Auto replenishment capabilities to maintain stock levels with 24/7 access for technicians, non-shared infrastructure, specific to you and your business. Collect Spaces can be utilised in both metro and regional locations.

These sites are configured to your business requirements, allowing technicians to access everything they need at a single location.

Smart Space

Droppoint works with clients to monitor transactions in and out of their locations using MOS. To keep a clear understanding of where your inventory is, MOS automates re-ordering and minimum stock levels for real-time visibility.

Third Party Logistics Solutions

For all carriers, great and small.

For over 20 years Droppoint has developed extensive partnerships with third party logistics providers and courier organisations offering national solutions from parcels and pallets to shared economy couriers.

MOS acts as your single source of truth, integrating providers to provide visibility of every step in the delivery process.

Droppoint understands the need for local approach, our state-based team provides regional expertise and rapid response to your field logistics needs. While our national customer service team is Always On, ensuring clear communication, real-time tracking, and proactive problem-solving.