

Do I Need a TMS, a ROUTING or a LAST MILE software?

Suppose you are in the transportation business, or part of your core function is delivering your products. In that case, you might wonder if you need a **Transportation Management System**, a **Routing**, or a **Last-Mile** software. These three terms are often used interchangeably, but they represent distinct software solutions that serve different aspects of the transportation and logistics process. Let's break down the main differences:

| | Transportation Management Software (TMS) | Routing Management Software | Last-Mile Software |
|------------------|---|---|---|
| Focuses on | Being a broader platform, it focuses on managing the entire transportation process, from planning and execution to settlement and payment. | Routes and schedules optimization for a fleet of vehicles and/or a network of transportation partners (carriers or couriers) | The final leg of the delivery (or collection) journey, from the last warehouse to the customer's doorstep. |
| Key Functions | Partners (Carriers, Couriers) selection, cost estimation, delivery schedule prediction, customer notifications, load planning, shipment tracking, pricing estimation, reports & analytics, KPIs & SLAs compliance | Route & schedule optimization, vehicle scheduling, load planning, customer notifications | Real-time tracking, proof of delivery capture and verification, appointment scheduling and management, customer notifications |
| Scope | Broad, encompassing the entire or a great part of the supply chain | Primarily focused on transportation routes | Specific to the final leg of the delivery process |
| Order Visibility | Order status is visible (internally & externally) during the full life cycle, from initiation to completion | Order status is visible (internally & externally) from the point where the transportation routes are planned to completion | Order status is visible (internally & externally) from the time where the last mile is planned until last mile ends |
| Typical Users | Large logistics companies & 3PL, freight forwarders, manufacturers, wholesalers, large retail companies | Transportation and logistics companies, delivery services | E-commerce retailers, food delivery services, courier services |
| Ideal Use Cases | Businesses with complex supply chains, multiple carriers, and high-volume shipments. | Businesses with a fleet of delivery vehicles - especially those in the last-mile delivery segment – and/or transportation partner's network | Businesses that rely heavily on last-mile delivery, such as e-commerce retailers and food delivery services, or larger businesses aiming to improve customer experience |
| Benefits | Improved efficiency, reduced costs, enhanced visibility, better customer service | Optimized routes, better transportation network control | In-time deliveries, increased customer satisfaction, reduced operational and administration costs |



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While these three types of software serve different purposes and address variant types of use cases and businesses, they often need to work together to optimize the entire delivery process.

Fortunately, you are not forced to shop for different types of software and spend effort and money building integrations and filling the gaps.

There are modular TMSs in the market, including routing application capabilities to optimize and control long-haul routes, or distribution partner's network, and last-mile application features to optimize & monitor the final delivery to the customer.

By selecting the proper modules from these TMSs, you can cover your current needs and protect your investments, in case you will need future expansions, additions, or business flow alterations.

Our flagship TMS **Transporting24** covers TMS, Routing & Last Mile functionality plus several other features like claims management, cross-docking, warehouse processes, cost control, and many more.

Being a modular system, allows you to activate only the modules you need to satisfy your present needs. At the same time, you have the peace of mind that everything else that might be required in the future is already available!

If the background picture reassembles a part of your daily life in transportation and you consider that a TMS / Routing / Last Mile platform might help you, send us a LinkedIn DM, email us at info@docuclass.eu, or call us at +30 210 201 3293 to discuss your needs.