



Automated dispatching and monitoring

From dispatcher to problem solver

In transport management, the biggest gain is not just automating the first plan. It is keeping that plan connected to what is actually happening on the road, and using that live picture to make better planning decisions throughout the day.

Instead of checking every trip manually, dispatchers focus on the exceptions. Routine planning and monitoring run automatically in the background. New orders and pickups can be assessed and included as the operation unfolds.

Why this matters

Transport planning starts with the information available at that moment. But the operation does not stand still. New orders and pickup requests arrive, vehicles are delayed, traffic changes and available capacity moves throughout the day.

That creates both a challenge and an opportunity. A new order may fit perfectly into a vehicle that is already nearby or has capacity available later in the trip. But finding that fit manually means checking current vehicle positions, remaining trips, time windows, capacity, travel times and costs. Often under time pressure.

In a manual setup, dispatchers spend a lot of time checking what has changed, comparing alternatives, adjusting transport plans and informing recipients. That works up to a point. Once volumes grow, teams get smaller or experienced people leave, the model becomes difficult to scale.

What automated dispatching changes

Baseline planning can be automated. Orders are assigned to suitable vehicles and trips are built around capacity, time windows, driving and rest times, travel times, costs and other operating constraints.

But planning does not stop once the vehicles leave. New orders and pickups that arrive during the day can be assessed against

the actual operation. Where is capacity still available? Which vehicle is in the best position? What is the impact of an additional order on the existing trip, expected arrival times, costs and empty kilometres?

This allows new work to be included in the running schedule in a much more structured way. The dispatcher no longer needs to manually compare every possible option.

During execution, trips are monitored in real time. Expected arrival times, Estimated Time of Arrival (ETA), are recalculated continuously, relevant deviations are detected early and the latest execution data becomes input for the next planning decision. New orders therefore become part of a continuous re-planning process.

The target picture

- The system creates the baseline plan.
- The system continuously monitors the running operation.
- New orders and pickups are assessed against the latest operational reality.
- Available capacity can be used more effectively as the day unfolds.
- The dispatcher only steps in when something actually needs attention.
- New information flows directly into the next planning decision.

Continuous planning

Not a one-off planning run, but a continuous planning loop

Step	What happens
Plan	Orders, vehicles and operating rules are turned into a workable trip plan.
Validate	Before departure, expected travel times, traffic conditions and route context help show whether the plan is still realistic.
Monitor	During execution, plan and reality are compared continuously. Expected arrival times are updated and relevant deviations are detected early.
Adapt	Changes in the running operation, including new orders and pickups, are assessed together with current vehicle positions, available capacity and constraints. Trips can be adjusted where it makes operational and economic sense.

This is where continuous planning becomes particularly valuable. The question is no longer only: *“How do we fix a delay?”* It also becomes: *“Can we accept this new order, and where does it fit best in the operation we already have?”*

That creates an economic lever as well. Re-planning can take utilisation, empty kilometres, costs and contribution margin into account alongside operational constraints.



Feel free to contact us
or request a free demo!

What changes for the dispatcher

The role shifts. Less time goes into routine planning, checking and chasing status updates. More time goes into the situations where experience and judgement really matter: a major delay, an urgent new order, a capacity problem or a decision with a clear cost impact.

That does not mean the dispatcher disappears. Quite the opposite. The system takes over more of the continuous calculation and comparison work. The dispatcher focuses on decisions where human judgement makes the difference.

Traditional planning	Continuous planning loop
Build the plan manually	Let the system build the baseline plan
Check everything	Monitor exceptions in a targeted way
Manually search for capacity when new work arrives	Let the system continuously assess where new orders fit best
React when something goes wrong	Intervene proactively where human judgement adds value

Your TMS does not need to be replaced

The existing transport management system (TMS) can remain the leading system. Automated planning, real-time monitoring and continuous feedback can be connected around it. That means operational improvement does not first require a major migration project.

In practice

What the continuous planning loop delivers

- ✓ Less manual planning and monitoring work.
- ✓ Earlier detection of delays and other relevant deviations.
- ✓ An up-to-date view of trip progress, vehicle positions and expected arrival times.
- ✓ New orders and pickups assessed against current capacity and the running operation.
- ✓ Better use of available capacity and fewer unnecessary empty kilometres.
- ✓ Faster, better-informed decisions about whether and where additional work fits.
- ✓ Fewer routine interventions and more attention for the exceptions that really matter.
- ✓ A process that continuously connects planning and execution, 24/7.