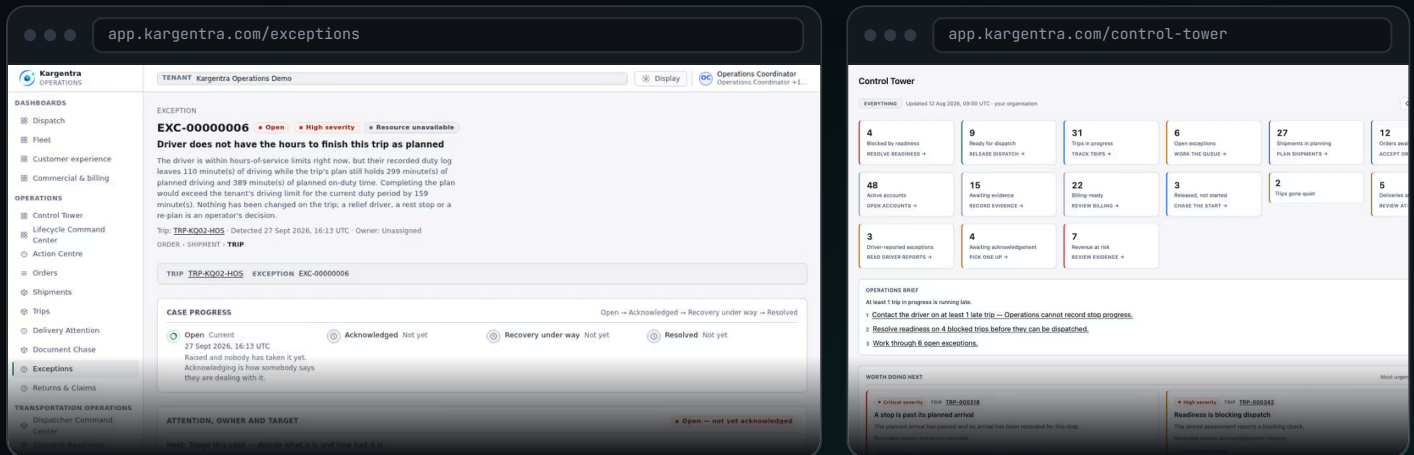


CONTROL TOWER · LIVE TRACKING

Control Tower & Live Tracking

Logistics control tower software for live tracking and exception recovery

Kargentra Control Tower is logistics control tower software that puts every queue that needs a person on one screen, across orders, warehouse and transport. Live tracking is labelled by its true source and freshness, ETA is compared with the commitment instead of written over it, and every detected risk opens a case with an owner, a permitted recovery and proof that it cleared.



EXCEPTION CASE · SUPERVISOR · A DRIVER-HOURS CONFLICT WITH AN OWNER AND A NEXT STEP

CONTROL TOWER · OPERATIONS · EVERY QUEUE THAT NEEDS A PERSON, MOST URGENT FIRST

WHAT CHANGES FOR THE OPERATION

One screen, every queue

Order, warehouse and transport work that needs a person, most urgent first, each routed to its owning workspace.

ETA is not the promise

Planned, ETA, committed and actual times stay separate, so a late ETA raises risk instead of rewriting the commitment.

Alerts with an owner

Every detected risk opens one case with an owner and a next step, and a replay never creates a duplicate.

Figures you can audit

Every health figure shows numerator, denominator, scope and read time, and drills to the exact records.

WHAT CONTROL TOWER DOES

Operations Center

A scoped home across OMS, WMS and TMS: action centre, operational pulse, connected flow health, performance and risk, and capacity pressure.

- Time windows from today to year to date, or a custom window
- Organisation scope limited to what the viewer is authorised to see
- Source freshness on screen: current, stale or unavailable

Live execution

Every released movement grouped by what needs a person first, with observed facts kept apart from the plan.

- Exception open, Stopped progressing, Released not started, Moving now
- Delivered with evidence outstanding kept apart from Complete and evidenced
- Sort by need, most recently observed or worst exception first

ETA and delivery risk

Background passes compute ETA and delivery risk against the commitment and detect execution risks as they emerge.

- Delivery risk, silent tracking, hours shortfall, route deviation
- Missing POD and partial-delivery variance
- Idempotent: a replay never duplicates a case

Action centre

Every item that needs a person, with priority, owner and next action, opening the record in its owning workspace.

- Readiness of drivers, vehicles and carriers
- In-widget paging with a page-size picker
- Role dashboards for dispatch, fleet and the carrier network

Live tracking

Each executing trip's last position and recent trail, labelled with its true source, freshness and quality.

- Driver's device, vehicle telematics or an ELD connection
- Fresh, Stale last known, Poor quality or No position reported
- A position never changes a trip, shipment or stop status

Alerts and notifications

A detected risk opens a governed exception case and a notification for the person who owns it.

- Severity: Critical, High, Medium, Low
- Tenant-configurable POD-missing threshold
- Detection suggests; it never reassigns, re-routes or contacts anyone

HOW IT FLOWS

From the first signal to a verified recovery

01 Scope the view

Choose a time window and the organisations you are authorised to see. Each zone shows whether its sources are current.

02 Observe

Positions and stop events arrive from the driver app, telematics or an ELD connection, labelled with source, freshness and quality.

03 Compare

ETA is computed against the current commitment. Planned, ETA, committed and actual remain four separate times.

04 Detect

Background passes detect delivery risk, silent tracking, hours shortfall, route deviation, missing POD or delivery variance.

05 Open and notify

Each risk opens one exception case in Open and notifies its owner. A replay of the same signal never opens a second case.

06 Recover

The supervisor moves the case to Acknowledged, then Recovery under way, choosing a permitted recovery such as a replacement vehicle.

07 Verify and resolve

The outcome is recorded as Worked or Did not work. The case reaches Resolved only when the condition clears; recurrence reopens it.

08 Measure

Manager Health counts the result with numerator, denominator and drill-through to the exact records. Owner: transportation manager.

ASK KARGENTRA IN CONTROL TOWER

“Which trips may miss their committed delivery?”

TRIP-4410 is at risk. The latest position, from vehicle telematics, is three minutes old, and the ETA at Antwerp is 16:40 against a committed delivery of 16:00. The ETA moved by 35 minutes when the trip left Breda 40 minutes behind plan. A delivery-risk case is open and assigned to the transport supervisor, and the customer's commitment has not changed.

TRACKING · VEHICLE TELEMATICS · FRESH · 3 MIN

ETA · ANTWERP 16:40 · NOT THE COMMITMENT

COMMITMENT · 16:00 · CURRENT

EXCEPTION CASE · DELIVERY_RISK · OPEN

PROPOSAL · APPROVED BY THE TRANSPORT SUPERVISOR

Resequence the remaining stops so Antwerp is served first, then re-check the ETA against the 16:00 commitment.

Ask Kargentra reads only what your role can open, cites every fact and proposes. A named person approves; nothing is sent or executed on its own.

EXCEPTIONS AND EDGE CASES HANDLED

- A trip stops reporting position: a silent-tracking case opens, and the trip status stays where the driver left it.
- Telematics and the driver's device disagree: both are shown with source and quality, and neither overwrites a milestone.
- A late departure from a stop pushes the ETA past the commitment: the trip is flagged at risk while the commitment stays unchanged.
- A driver runs short of duty hours mid-route: the hours case offers only feasible replacements.
- A vehicle leaves its route corridor: a route-deviation case opens with the position evidence attached.
- A delivery is recorded but its POD is still missing past the tenant's threshold: a POD-missing case opens for the owner.

CAPABILITY REFERENCE

Operations Center

- Action centre, pulse, flow health, performance and risk, capacity
- Time windows from today to year to date, or custom
- Organisation scope by authorisation
- Source freshness on every zone
- Driver, vehicle and carrier readiness
- Role dashboards for dispatch, fleet and carrier network

Live tracking

- Driver device, telematics and ELD connection sources
- Freshness window set by tenant policy
- Position quality states
- Recent position trail by source and quality
- Tracking as a separate permission
- Per-trip tracking policy

ETA and alerts

- ETA computed against the current commitment
- Delivery risk and route deviation detection
- Silent tracking and hours-shortfall detection
- Missing POD and delivery variance detection
- One exception case and notification per risk
- Idempotent detection

Exception recovery

- Case states from Open to Resolved
- Severity from Low to Critical
- Assigned recovery owner
- Replace driver, vehicle or carrier; re-plan the route
- Outcomes: Worked, Did not work, Needs approval
- Recurrence and reopen with immutable history

Manager Health

- Eight health groups from service to integration
- Measured, bounded or unavailable labels
- Numerator, denominator, scope and read time
- On-time and first-attempt delivery
- Prior-period variance on service rates
- Drill-through to the exact records

STANDARDS AND CONNECTIONS

DRIVER APP DEVICE POSITIONS

VEHICLE TELEMATICS

ELD AND TELEMATICS CONNECTIONS

EVENT STREAMS (ASYNCAPI)

SIGNED WEBHOOKS

REST API (OPENAPI)

MAPS PROVIDER ESTIMATES

QUESTIONS BUYERS ASK

What is a logistics control tower?

A logistics control tower is where an operation watches what is happening and acts on what is going wrong. In Kargentra it is not an overlay on someone else's data: it reads the same orders, warehouse work and movements the teams work on, so every alert opens the real record and every recovery is a governed change to that record.

How is ETA different from a committed delivery date?

The committed date is what you promised the customer. The ETA is the current estimate of when the vehicle will arrive. Kargentra stores planned, ETA, committed and actual as separate times. When the ETA slips past the commitment, the trip is flagged at risk and a case opens; the commitment changes only when a person re-promises.



See Control Tower & Live Tracking on your own scenario

Bring a real lane, site or exception. More at www.kargentra.com/products/control-tower/

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