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MODERN INFORMATION TECHNOLOGIES
IN LOGISTICS

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Currently, it is almost impossible to ensure timely logistics without the use of information systems and special software tools. Modern information technologies serve as a reliable tool in improving the efficiency of logistics operations and ensuring faster and better delivery of goods. Nowadays, many companies use modern technologies in logistics to improve the efficiency of their activities. One of the important technologies is the integration of the logistics chain. This technology allows all participants in the logistics chain to access the same set of data, which helps to improve coordination and communication between all participants. Thanks to this, it is possible to significantly reduce the time for processing orders, simplify the workflow processes and additionally speed up the delivery of goods [1].

Modern communication technologies also perfectly bring potential customers closer to logistics services and contributes to the preservation of relationships. For example, e-mail, mobile applications, online chats and SMS notification systems allow customers to quickly and easily establish communication with a logistics company. With the help of such technologies, it is possible to provide customers with the ability to track the location of their cargo in real time, monitor the status of order fulfillment and promptly respond to emerging problems. This allows logistics companies to meet customer needs in real time and improve the quality of service.

Modern information technologies also provide effective methods of inventory management. Companies use automatic inventory management

systems that help to properly distribute stocks of goods in warehouses. This allows logistics companies to avoid hidden costs associated with storing goods in warehouses and minimize the costs of logistics operations [2].

Finally, modern automation technologies make it possible to speed up the delivery of goods. Technologies such as drones, automated trucks, unmanned vehicles and others are already being used to deliver goods with maximum accuracy and speed. They allow you to minimize the time and costs of logistics operations and significantly increase the efficiency of the cargo delivery process.

Thus, modern information technologies have a huge potential for optimizing logistics processes and increasing the competitiveness of logistics companies. The use of these technologies allows you to deliver goods faster and more accurately, reduce the number of errors in the delivery process and increase control over the timing of orders. It is important to remember that modern information technologies should be used in combination with the optimal organization of logistics operations and qualified personnel in order to achieve maximum efficiency and improve the quality of service to all stakeholders.

References

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