

# PROBLEM-SOLUTION-IMPACT CASE STUDY TEMPLATE

## CASE STUDY

**ISSUE**



**1**

An inadequate number of high-speed charging stations in key urban areas led to extended downtime for our EV logistics fleet.

**2**

Inefficient route planning for EV logistics led to increased energy consumption and reduced delivery capacity.

**3**

Lack of real-time tracking and management of the EV fleet hindered operational transparency and responsiveness.

**IMPACT**



This limitation led to a 20% decrease in delivery speed and efficiency, resulting in a noticeable dip in customer satisfaction.

The inefficient routing caused a 15% increase in energy usage and a 10% reduction in daily delivery volume.

This gap led to challenges in fleet management, including delayed responses to maintenance needs and underutilization of vehicles.

**SOLUTION**



Positive Charge installed advanced, rapid-charging stations at strategic urban locations, significantly reducing charging time and fleet downtime.

We implemented a dynamic route optimization software, integrating real-time traffic and vehicle charge data, thereby optimizing routes for energy efficiency and delivery speed.

We developed and integrated a comprehensive fleet management system, including real-time tracking, predictive maintenance alerts, and utilization analysis.

# Case Study Birst

**C Cleary**



## Case Study Birst:

Loyalty 3.0: How to Revolutionize Customer and Employee Engagement with Big Data and Gamification Rajat Paharia, 2013-06-18 The New York Times and Wall Street Journal bestseller The new secret to driving LOYALTY THAT PAYS Once revolutionary loyalty programs designed to differentiate products quickly became commoditized And yet billions of dollars are still spent every year on programs that are doomed to fail These programs it turns out don't inspire long term loyalty Once a better deal comes along customers will gladly defect Can you blame them Silicon Valley start up Bunchball the pioneer and innovator in gamification is light years ahead when it comes to the concept of loyalty and using it to drive business profits and growth Focusing not only on customer loyalty but also the loyalty of employees and partners Bunchball combines behavioral economics big data social media and gamification to inspire loyalty that lasts from everyone involved in the success of a business Now in Loyalty 3.0 Bunchball founder Rajat Paharia reveals how you can use these same techniques to seize the competitive edge for your business Paharia shows you how to create a system powered by human motivation and digital technology that creates ongoing persistent engagement among customers employees and partners Loyalty 3.0 arms you with everything you need to know in order to build a loyalty and engagement program that drives a sustainable advantage for your business including The building blocks of motivation big data and gamification necessary for creating a powerful strategy that drives long term loyalty Case studies from today's most innovative companies that are already driving customer engagement learning and skill development and employee motivation with Loyalty 3.0 methods Step by step guidance on how to plan design build and optimize your program Now is the time to abandon your traditional loyalty programs and start taking all your stakeholders seriously so they will take your company seriously Loyalty 3.0 is the game changing leap you've been waiting for When you create true loyalty among customers employees and business partners you will generate a sustainable competitive advantage and win in your industry Praise for Loyalty 3.0 Relationships are the single greatest asset for all organizations Relationships with customers relationships with employees relationships with partners In Loyalty 3.0 Rajat Paharia reveals the new science of relationship building through big data and gamification TIM BROWN CEO IDEO Loyalty 3.0 is filled with major insights and does a brilliant job of grounding the reader in fundamental concepts around motivation big data and gamification building on these concepts through real world case studies that bring the combinations to life It finishes with actionable ideas and next steps that enable you to test and operationalize these ideas in your own workplace and personal life BRAD SMITH CEO Intuit A fascinating insight into how companies are exploiting big data MARK READ CEO WPP Digital Rajat pioneered the business use of big data and game mechanics to transform the customer experience A decade before anyone else he saw that the same techniques that video game designers had used for years fast feedback badges competition goals and leveling up were also incredibly powerful for motivating behavior outside of games and an industry was born This book shares his secrets CLARA SHIH CEO of Hearsay Social author of The Facebook

Era and board member at Starbucks Rajat Paharia comprehensively explains how to create loyalty in the modern world full of data and connectivity If you want to learn how to motivate and inspire employees you must read this book DAVE KERPEN New York Times bestselling author of Likeable Social Media and Likeable Business In this powerful and groundbreaking book Rajat Paharia clearly demonstrates how big data motivation and gamification can be utilized to create true engagement and loyalty We believe Loyalty 3 0 will be a game changer for our associates and guests RAY BENNETT Chief Lodging Services Officer Marriott International The journey to Loyalty 3 0 is real Rajat s vision shows why right time relevancy and context will transform how organizations engage with customers and truly craft relationships R RAY WANG Principal Analyst and CEO at Constellation Research Adoption is a critical component when creating an exceptional customer experience or smarter workforce and gamification has proven to be a powerful driver for success The insights Rajat shares in Loyalty 3 0 will help guide the next wave of deeper relationships across the enterprise SANDY CARTER IBM Vice President Social Business Evangelism and Sales

**Proceedings of the Mid-Continent Transportation Symposium 2000** Iowa State University. Center for Transportation Research and Education,2000 *Scientific and Technical Aerospace Reports* ,1984 **An Application of ITS for Incident Management in Second-tier Cities** Shawn Curtis Birst,1999 **Electronic Government** Ida Lindgren,Marijn Janssen,Habin Lee,Andrea Polini,Manuel Pedro Rodríguez Bolívar,Hans Jochen Scholl,Efthimios Tambouris,2019-08-19 This book constitutes the proceedings of the 18th IFIP WG 8 5 International Conference on Electronic Government EGOV 2019 held in San Benedetto del Tronto Italy in September 2019 in conjunction with the IFIP WG 8 5 IFIP International Conference on Electronic Participation ePart 2019 and the International Conference for E Democracy and Open Government Conference CeDEM 2019 The 27 revised full papers presented were carefully reviewed and selected from 64 submissions The papers are clustered under the following topical sections E Government Foundations E Government Services and Open Government Open Data Social and Technical Aspects AI Data Analytics and Automated Decision Making and Smart Cities *Digital Supply Chain, Disruptive Environments, and the Impact on Retailers* Sabri, Ehap,2023-05-18 With the world having been plunged into uncertainty during the COVID 19 pandemic a critical issue for senior management is stabilizing their supply chain to a consistent flow of components and materials Even before the advent of the COVID 19 pandemic supply chain complexity had been an increasingly hot topic Add to that the complexity of new tariff restrictions port congestion regional conflicts and geopolitical events and disruptions due to international conflict and it is apparent that securing access to materials and critical resources is not without difficulty and forecasting demand is even harder Digital Supply Chain Disruptive Environments and the Impact on Retailers brings together the field s latest best practices on digital supply chain enablement giving business professionals a comprehensive framework to ensure successful supply chain business transformation programs Covering topics such as business planning digital transformation and volatile demand this premier reference source is an excellent resource for managers directors vice presidents supply chain

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**Getting a Big Data Job For Dummies** Jason Williamson,2014-12-31 Hone your analytic talents and become part of the next big thing Getting a Big Data Job For Dummies is the ultimate guide to landing a position in one of the fastest growing fields in the modern economy Learn exactly what big data means why it s so important across all industries and how you can obtain one of the most sought after skill sets of the decade This book walks you through the process of identifying your ideal big data job shaping the perfect resume and nailing the interview all in one easy to read guide Companies from all industries including finance technology medicine and defense are harnessing massive amounts of data to reap a competitive advantage The demand for big data professionals is growing every year and experts forecast an estimated 1 9 million additional U S jobs in big data by 2015 Whether your niche is developing the technology handling the data or analyzing the results turning your attention to a career in big data can lead to a more secure more lucrative career path Getting a Big Data Job For Dummies provides an overview of the big data career arc and then shows you how to get your foot in the door with topics like The education you need to succeed The range of big data career path options An overview of major big data employers A plan to develop your job landing strategy Your analytic inclinations may be your ticket to long lasting success In a highly competitive job market developing your data skills can create a situation where you pick your employer rather than the other way around If you re ready to get in on the ground floor of the next big thing Getting a Big Data Job For Dummies will teach you

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**oversight** United States. Congress. Senate. Committee on Environment and Public Works. Subcommittee on Transportation and Infrastructure,2003 [Statewide Traffic Safety Study Phase I](#) ,2005 **Intelligent Transportation Systems**

**Benefits, Costs, Deployment, and Lessons Learned** ,2008 Intelligent transportation systems ITS provide a proven set of strategies for addressing the challenges of assuring safety and reducing congestion while accommodating the growth in transit ridership and freight movement This report presents information on the performance of deployed ITS under each of these goal areas as well as information on the costs deployment levels and lessons learned regarding ITS deployment and operations The report and the collection of four Web based resources upon which it is based have been developed by the U S DOT s ITS Joint Program Office JPO to support informed decision making regarding ITS deployment This report discusses 17 different areas of ITS application These chapters are divided into two sections discussing technologies deployed on the transportation infrastructure and those deployed within vehicles The 14 different infrastructure applications discussed can be grouped into ITS strategies applied to roadways transit management and operations of transportation systems and freight movement Lessons learned during ITS planning implementation and deployment are highlighted throughout the report and in a chapter following the review of ITS applications Technical report documentation page *Proceedings of the Institution*

*of Electrical Engineers* Institution of Electrical Engineers,1929      **Orders of the Public Service Commission of Wisconsin** Public Service Commission of Wisconsin,1972      □□□□□□ ,1975      **Orders** Public Service Commission of Wisconsin,1972      **Strategies to Mitigate the Impacts of Chloride Roadway Deicers on the Natural Environment** Laura Fay,Xianming Shi,Jiang Huang,2013 TRB s National Cooperative Highway Research Program NCHRP Synthesis 449 Strategies to Mitigate the Impacts of Chloride Roadway Deicers on the Natural Environment documents the range of methods tools and techniques used by transportation agencies to minimize the environmental impact of chloride based roadway deicers Publisher s description      **Local Road Surfacing Criteria** Kathryn A. Zimmerman,2004  
**Compendium of Research Involving the Myers-Briggs Type Indicator** Thomas G. Carskadon,1987      **Handbook of Industrial and Organizational Psychology** Marvin D. Dunnette,1976

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