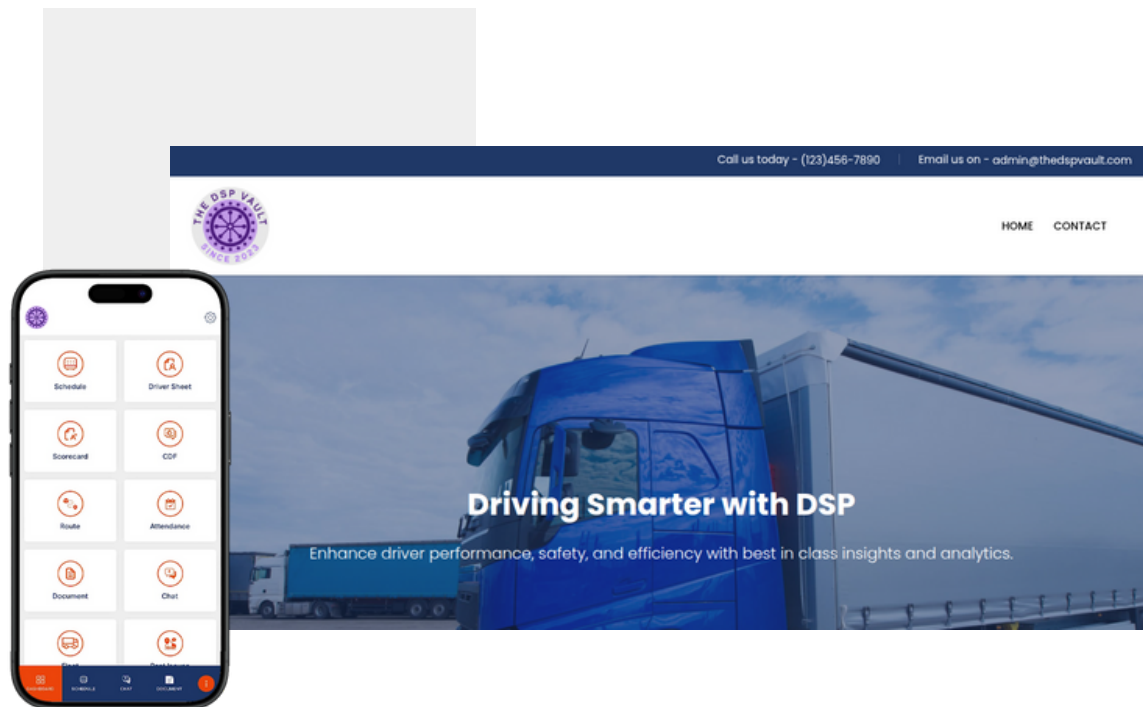




CASE STUDY

THE DSP VAULT

CATEGORY

Logistics operations management
Client Type: Driver and Fleet Management

REGION/ PLATFORM

USA
Web & Mobile (Android, iOS)

PROJECT SUMMARY

This project is a Delivery Service Partner (DSP) management system designed to streamline operations for a logistics partner working with Amazon Logistics. It centralizes driver onboarding, scheduling, fleet management, performance reporting, and feedback handling, with a secure mobile app for drivers and a powerful web-based admin interface.

CLIENT CHALLENGE

- Disorganized driver scheduling due to lack of a centralized system.
- Inconsistent driver performance tracking, leading to unclear evaluations.
- Manual and repetitive administrative tasks, including schedule creation and performance reporting.
- No unified system to manage routes, attendance, and bonus calculations.
- Delayed or undocumented disciplinary actions (CDF) due to offline or inconsistent logging.
- Poor communication between drivers and fleet supervisors.
- Driver dissatisfaction stemming from vague feedback and opaque reward systems.
- Difficulty scaling operations because of limited automation and fragmented tools.
- Increased labor costs and missed optimization opportunities due to lack of real-time oversight.
- Low driver engagement and high attrition caused by unclear performance metrics.
- Operational breakdowns during high-volume periods from reactive, non-digital planning.
- Lack of transparency in linking driver bonuses to actual performance.

OUR APPROACH

- Digitize driver onboarding and verification
- Enable easy to use fleet issue and returns management
- Automate bonus calculation and feedback management based on performances
- Enable real-time availability of drivers
- Simplify admin control with web-based tools
- Support performance monitoring
- Maintain operational transparency and compliance

KEY FEATURES & FUNCTIONALITY

1. Driver Onboarding & Verification

- Drivers download the mobile app and register by submitting personal and professional details.
- Admin verifies the submitted data and completes a mandatory “New Hire Form”. Accounts remain inactive until all required fields are fully completed and approved.
- The admin also assigns a Transporter ID and sets the driver’s availability days.

2. Performance Tracking & Bonus Management

- Weekly performance data is uploaded by the admin to generate individual driver scorecards.
- Predefined threshold values are maintained in the admin settings. If a driver exceeds these benchmarks, they qualify for performance bonuses.
- Bonus rewards are tiered (Tier 1, 2, and 3), with configurable payout amounts for each tier.

3. Admin-to-Driver Communication

- The system includes a chatroom accessible only to the admin for direct communication with drivers.
- Broadcast and group messaging features are enabled for admins; peer-to-peer chat between drivers is restricted to maintain discipline and focus.

4. Driver Scheduling

- The Schedule Module displays all drivers along with their availability.
- Admin can assign schedule codes and override unavailability if needed for urgent operational requirements.

5. Fleet Management & Issuance

- Admin can register company-owned fleets, entering full vehicle details.
- A QR code is auto-generated by the system for each vehicle, which is printed and placed on the vehicle for issuance tracking.
- Drivers are required to scan the QR code or the VIN barcode to issue a vehicle to themselves.
- Upon job completion, the fleet must be returned, and the issuance is recorded.

6. Fleet Issuance History

- The Driver Sheet Module maintains a daily log of all fleet assignments and usage by each driver, ensuring full traceability.

7. Route Creation & Package Assignment

- Admin can create custom delivery routes and assign packages to each route.
- This helps in organizing jobs efficiently and allows backend matching of customer feedback with package history.

8. Customer Feedback (CDF) Integration

- A Customer Delivery Feedback (CDF) module is available to upload and manage all customer complaints or feedback.
- The system automatically matches feedback addresses with existing delivery data, creating a historical feedback log.

9. Delivery Warnings

- If a driver is reassigned to an address with prior feedback, the system sends a real-time warning notification, prompting the driver to take extra care during delivery.

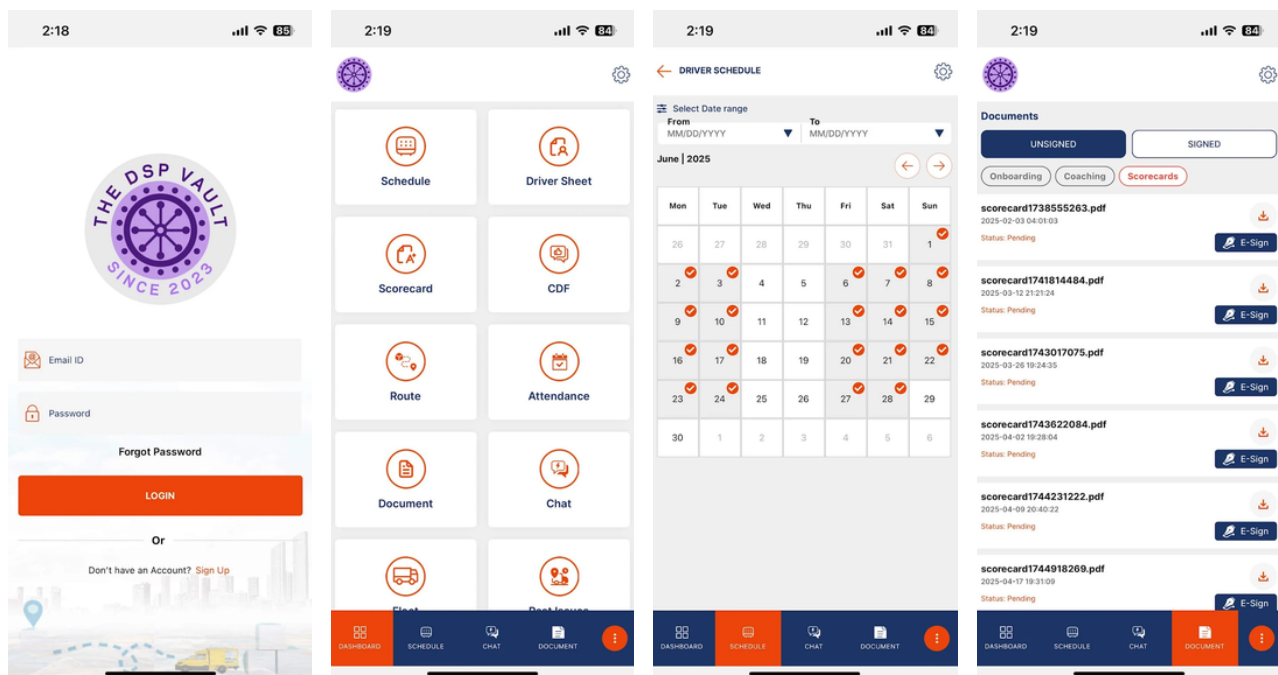
10. Document Sharing & e-Signature

- Admin can send documents or scorecards to drivers through the app.
- Drivers can review and electronically sign (e-sign) documents directly from their mobile device for acknowledgment and record-keeping.

11. Archival & Historical Access

- Admin has full access to historical records — with filters by weekly, monthly, quarterly, and yearly reports — for audit and reference purposes.

APP SCREENS



OUTCOMES

1. Streamlined Driver Onboarding & Compliance

- Ensures that only fully verified and compliant drivers are activated on the platform.
- Reduces operational risks by enforcing structured data collection and admin approvals.
- Enhances workforce planning with clear assignment of availability and Transporter IDs.

2. Data-Driven Performance Management

- Weekly scorecards enable transparent tracking of individual driver performance.
- Tiered bonus system incentivizes high performance and helps retain top talent.
- Admin-configurable benchmarks allow for dynamic policy adjustments.

3. Secure and Focused Communication

- One-way or admin-initiated group messaging ensures clarity and reduces distractions.
- Eliminates noise and misuse by restricting peer-to-peer chats.
- Enables prompt dissemination of updates, instructions, or alerts to drivers.

4. Flexible & Responsive Scheduling

- Real-time visibility into driver availability enhances workforce planning.
- Schedule overrides allow for immediate operational adjustments during peak demand.
- Improves resource utilization by avoiding idle driver hours.

5. Accountable Fleet Management

- QR- and VIN-based issuance ensures accurate tracking of vehicle allocation.
- Eliminates manual logs and supports automated digital issuance records.
- Improves vehicle availability forecasting and reduces misuse or misallocation.

6. Comprehensive Issuance History & Audit Trail

- The Driver Sheet Module maintains a complete daily log of fleet assignments.
- Strengthens accountability and simplifies internal audits or dispute resolution.
- Enhances operational transparency across the fleet lifecycle.

7. Efficient Route Planning & Package Control

- Enables strategic route design aligned with logistics priorities.
- Supports package-to-route assignment for better job organization.
- Facilitates backend reconciliation of customer feedback with delivery history.

8. Integrated Feedback Management

- Structured Customer Delivery Feedback (CDF) collection improves service visibility.
- Automated feedback-address matching builds a rich historical context for analysis.
- Helps identify repeat issue zones and inform driver training or routing changes.

9. Proactive Service Quality Alerts

- Real-time warnings for high-risk addresses prompt extra caution by drivers.
- Prevents repeated service failures and improves customer satisfaction.
- Encourages accountability and attentiveness in field operations.

10. Digitized Document Flow & Acknowledgment

- Enables seamless delivery of contracts, scorecards, and notices via the app.
- E-signature functionality ensures formal acknowledgments with minimal delay.
- Reduces paperwork, supports remote operations, and ensures legal traceability.

11. Robust Historical Analytics & Reporting

- Longitudinal data views support strategic reviews, audits, and KPIs.
- Filtering by week, month, quarter, or year allows for flexible reporting.
- Drives continuous improvement through evidence-based decision-making.