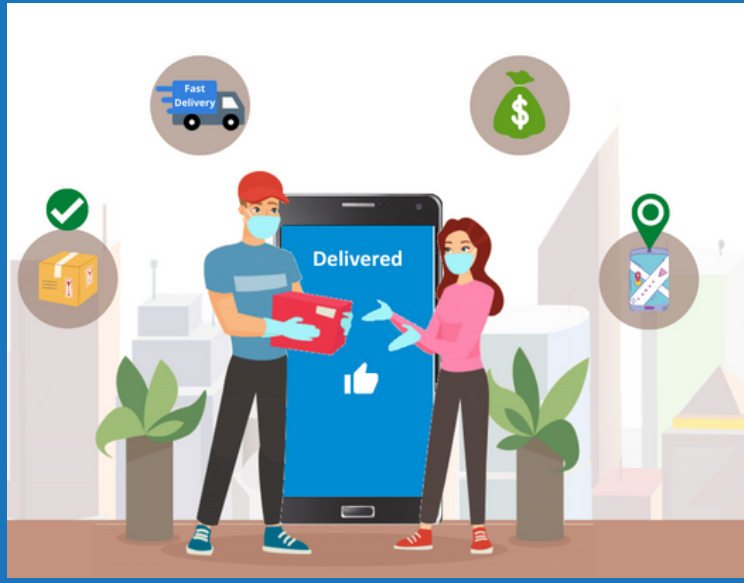# Last Mile Delivery Solution

Case Study

Application is built for an startup venturing into Last mile delivery of Food and Grocery orders.

Customer approached us to build a MVP solution to be delivered in 3 months which will cater to last mile delivery. Once the solution was built they started approaching grocers in US and onboarded their first partner in few months, the largest grocery store in US and went into production soon after. New partners are now onboarded every month.

The Mobile app is primarily used by Drivers, which helps them to assign/Accept Deliveries, track delivery, track driver and manage their payments with Stripe. The Administrative app is used by customer service and Admins to help drivers and partners manage orders and deliveries. The Self service app is used by Smaller partners to place orders after making a payment.

Challenges

- Little or no requirements from Customer
- Intutive, easy to use Native Mobile app for drivers with Release of Android and IOS at the same time
- System should be capable of handling thousands of drivers and deliveries
- Since business is new they wanted to play around and tweak settings in runtime to see what works and what doesn't
- Support multiple countries, currency and languages
- Easy management of Drivers recruitment, onboarding
- Weekly Drivers payment with option for ondemand payments anytime from the mobile app
- Be able to integrate with different vendors and partners systems without much effort
- Build self service module so smaller partners could use our delivery service by paying upfront for the delivery charges
- Track drivers and assign deliveries to the best available driver optimizing time, money and operating costs by clubbing deliveries
- Drivers to be able to contact customers and vice-versa while maintaining anomity

Solutions

- Enterprise system built to scale thousands of online Drivers and deliveries at any given point of time, Loosely coupled and Miroservices architecture ensure individual components can be scaled and upgraded as required. Multi region, Autoscaled and highly available Kubernetes cluster hosted on Azure cloud
- Integrates with Fountain for continuous supply of drivers, once drivers are verified and approved in Fountain system imports them automatically
- Realtime tracking of Drivers on maps with Routes and ETA's by customers, Two way Proxy calling facility so Drivers or customers can reach out to each other
- Integrated with Stripe for reliable payments to drivers and Credit card for accepting payments from Customers.
- Queuing of prospective Deliveries to Drivers based on forecasted estimated arrival time, Proactive monitoring of Delivery SLA and reassignment as required, Driver Ratings based assignments
- Most settings at Partner level giving granular control to customer to customize system and delivery rates

Result

Following are the results till month of August 2020
- Onborded Partners - 10+
- Number of stores - 300+
- Number of drivers - 30,000+
- Number of orders delivered - 2,50,000+

About IWORKTECH

Since 2004, IWORKTECH is on a mission to build critical enterprise-wide solutions for its clients and partners. IWORKTECH provides solutions that can be productized if need be. Our main domain focus is on Utility, Healthcare, Logistics, and Education sectors.

We have mastered the dynamics of distributed software development and simultaneous release on different platforms like Web, iOS, and Android. Our R&D and architect group continuously works towards improving the productivity of the team and providing cost-effective solutions that address the problems of the customers.

Recently IWORKTECH was selected as one of the 20 Top promising outsourced product companies by SiliconIndia – US.

IWORKTECH's goal is to become a respectable IT service company.

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