

Delivery Management System

Every order. Every rider. Every delivery. In real time.

01 Overview

A complete delivery operations platform that manages the full lifecycle of last-mile logistics, from order placement to doorstep delivery. Designed for businesses running large delivery networks across multiple cities, with separate interfaces for operators, riders and customers.

Live visibility

Every order and rider on one map.

Faster dispatch

Jobs assigned and routed from one console.

Happier customers

Live tracking links for every delivery.

02 Key capabilities



Real-time fleet tracking

GPS tracking of every delivery vehicle.



Rider app

Job assignment, navigation and proof of delivery.



Dispatch dashboard

Order management, dispatch and exceptions.



Customer tracking portal

Live delivery status for every customer.



Multi-city operations

Country-wide operations support.



Performance analytics

SLA adherence, on-time rates, rider productivity.

03 Platform users

**Operations**
Dispatch, monitoring and management

**Riders**
Mobile app with route and job management

**Customers**
Live tracking and delivery status portal

**Analytics**
Performance and SLA reporting

04 Architecture

**Customers**Order placement · Live tracking link

**Operations**Dispatch console · Exceptions queue

**Riders**Mobile app with navigation · Proof of delivery

**Cloud core**Order and job services · GPS stream processing

**Analytics**SLA and on-time reporting · Rider productivity

**Scale**Multi-city tenancy · Country-wide operations

05 Technical specifications

INTERFACES	Operations dashboard · Rider mobile app · Customer tracking portal
TRACKING	Real-time GPS for every vehicle
PROOF OF DELIVERY	In-app confirmation from the rider
ANALYTICS	SLA adherence, on-time rate, rider productivity
SCALE	Multi-city, country-wide operations
STACK	Web and mobile apps built on AXITEQ's React, Node.js and Flutter practice

06 Where it fits

Retail & e-commerce

Food delivery

Courier & parcel

Pharmacy

See Delivery Management System on your operations.

Book a live demo at axiteq.com/request-demo.html

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