

Courier delivery management with Wialon

⚠ Challenge

Papa John's applies iiko, restaurant automation system. It enables control over the premises used, finances but does not provide the ability to control the locations and movements of couriers. So, there is no information about how much time the courier spends on delivery, what happens during the trip (breakdowns, dangerous situations on the road).

💡 Solution

Wialon partner TeleTracking integrated Wialon Hosting with iiko to create the customized delivery control solution.

- After Wialon was integrated with iiko, new customer addresses were transferred automatically, eliminating the need to add them manually.
- Wialon creates a geofence with the order information – the courier's destination; the courier is listed as a driver in the system.
- The driver (courier) is assigned to the car by iButton.
- Wialon not only defines the driver through the use of a personal key but also records precise data on the delivery interval.
- Delivered orders, delivery time, and place are automatically recorded in iiko; then, the geofence in Wialon disappears.
- Delivery Control, an integration product, displays summary information about orders, couriers, their movements in tabular form with the ability to add any trip information and the delivery data from the Wialon system.

🏆 Results

✅ Flexibility

The solution is powered by Wialon and can be used by restaurants and delivery services that work with iiko.

✅ Transparency

Administrators can track not only the location of couriers but also the car, route, driving behavior.

✅ Accuracy

The administrators have at their disposal accurate data on the delivery interval starting from the moment when the courier takes a pizza and till the moment when pizza reaches the "Client's house" geofence with a 100 m radius.

Company profile

Industry: People management & safety

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