

OPERATIONAL CONTROL FOR DELIVERY HUBS

A live system that turns keys, shifts, fleet status, rider compliance and maintenance signals into one controlled operational flow.

LIVE PILOT

Built inside real hub operations.

Running in Göteborg with 150+ riders and a fleet of 60+ vehicles.

Vitalii Hryndiuk | Team Leader, Göteborg

THE OPERATIONAL GAP

The work is real. The control is fragmented.

Delivery hubs lose time when critical routines live across chats, spreadsheets, memory and manual follow-up.

KEYS

Availability, pickup and return depend on constant human coordination.

SHIFTS

Late login and overdue return cases are discovered through manual checking.

FLEET

Broken vehicles and repair history are visible, but not connected into one operational picture.

EVIDENCE

Before and after photos are difficult to match to the correct rider, vehicle and shift.

THE CORE RISK

If the operation depends on a Team Leader remembering everything,
the process is difficult to measure, repeat and scale.

LIVE PILOT EVIDENCE

Not a concept. Already operating in the hub.

Fleet Master was built from Team Leader experience and tested against the daily reality of delivery operations.

150+

RIDERS SUPPORTED

Connected to one operating flow

60+

VEHICLES MANAGED

Availability and status in real time

LIVE

PRODUCTION PILOT

Göteborg hub operations

EARLY OPERATIONAL RESULTS

50-60

key-related problem messages per day



3

messages in the first week

Lost keys: from up to 10 per month to almost zero during the initial pilot.

~40%

ESTIMATED ROUTINE-TIME SAVING

Initial Team Leader estimate

~SEK 12,000

ESTIMATED MONTHLY TIME VALUE

To be validated with management

Pilot figures are operational observations and preliminary estimates. Financial impact should be validated against an agreed baseline.

ONE CONTROLLED WORKFLOW

From key pickup to management insight.

Fleet Master connects rider actions, fleet status and follow-up in one shared operational record.

01

PLAN

Roster and shift information establish the expected operation.

02

TAKE

The rider selects an available moped. Assignment is validated and recorded atomically.

03

VERIFY

The Telegram bot requests the BEFORE photo and connects it to the correct shift.

04

CONTROL

Late login, overdue, breakdown and replacement exceptions become visible.

05

RETURN

Return triggers AFTER evidence, followed by the key-in-locker photo.

06

IMPROVE

Dashboards reveal discipline patterns, repeated breakdowns and repair history.

ONE SOURCE OF TRUTH

Every action is connected to the rider, moped, shift, time and resulting status.

Operational control - not another fleet list.

The system focuses on the moments where manual operations create delay, uncertainty or loss.

1

KEY & SHIFT CONTROL

Self-service take and return, shift validation, one active moped per rider and overdue follow-up.

2

LIVE FLEET STATUS

Available, Occupied, Broken and W4U states with current rider, reason and history.

3

PHOTO COMPLIANCE

BEFORE, AFTER and KEY AFTER evidence, deadlines, Telegram routing and clear missing states.

4

EXCEPTION MANAGEMENT

Today-focused action queue, rider warnings, manual completion and false-positive suppression.

5

OPERATIONAL ANALYTICS

Late login history, top photo violators and recurring breakdown analytics by period and reason.

6

AUDIT & REPORTING

Searchable event history, automated notifications, reports and administrator accountability.

BUILT FOR REAL OPERATIONS

Reliable enough to run. Transparent enough to trust.

Fleet Master combines operational safeguards with a clear human decision layer.

PRODUCTION FOUNDATION

Web service + PostgreSQL + Telegram worker

Automated regression checks, monitored services and restart recovery support the live workflow.

● TRANSACTIONAL CONTROL

A moped cannot be silently assigned to two riders.

● EXCEPTION-FIRST UI

Team Leaders focus on cases that need action instead of checking everything.

● RECOVERY BY DESIGN

Worker inbox/outbox processing can recover pending tasks after restart.

● CONFIGURABLE ALERTS

Management notifications can be enabled by category and recipient.

● FACTUAL HISTORY

Operational events remain connected to actor, time and affected asset.

● HUMAN IN CONTROL

Fleet Master automates routine follow-up; people retain complex decisions.

WHY THIS MATTERS

Management gains a repeatable process without removing operational judgement from the Team Leader.

THE MANAGEMENT OPPORTUNITY

Turn one successful workflow into a scalable operating model.

Fleet Master can create value through four management outcomes:

LOWER MANUAL COST

Automate repetitive coordination and follow-up.

FASTER RESPONSE

Surface overdue, compliance and breakdown exceptions earlier.

CONSISTENT PROCESS

Apply one auditable workflow across riders and shifts.

SCALABLE CONTROL

Build a shared core for future hubs and fleet types.

PROPOSED NEXT STEP

Formalise a 30-day measured evaluation.

- Agree the operational KPI baseline and target outcomes.
- Validate time savings and loss reduction with management.
- Define the next-hub or next-fleet pilot candidate.
- Agree ownership, support and rollout responsibilities.

Fleet Master is ready for a business decision - not only a technical demo.