

TERALCO LOGISTICS

LOGISTICS, DELIVERY MANAGEMENT & MOBILE OPERATIONS

From Load Request to Proof of Delivery, Digitally

A web-based control centre and driver app that let Teralco run its delivery process digitally — from creating load requests to tracking deliveries on Google Maps.

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Executive Summary

Teralco operates in the logistics space and uses both its own drivers and subcontractors for deliveries. Managing that mix meant coordinating load requests, driver communication, delivery tracking and Proof of Delivery without relying on paper.

We developed an app and web-based control centre that allows Teralco to operate its delivery process digitally, from creating load requests to tracking deliveries on a Google Map. Drivers can manage load requests, update delivery statuses from the app and capture Proof of Delivery pictures, which are automatically sent back to the operations centre.

The brief wasn't to give drivers an app. It was to run the whole delivery process digitally — from the first load request to the Proof of Delivery picture that comes back to the operations centre.

This case study is a working example of how mobile and web technology can digitise delivery operations across internal drivers and subcontractors.

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web-based control centre for delivery operations

Maps

Google Maps tracking of deliveries

Paperless

Proof of Delivery captured by camera

2

driver types supported: own drivers and subcontractors

The Business Problem

Teralco needed to manage deliveries across its own drivers and subcontractors. The business required a way to run its delivery process digitally, without relying on paper.

Underneath that sat a set of requirements the solution had to absorb:

- Creating load requests.
- Pushing loads to drivers.
- Communicating with drivers.
- Tracking deliveries.
- Updating delivery statuses.
- Collecting Proof of Delivery without relying on paper.

Together these cover the whole life of a delivery, from the first request to the final proof, and they had to work for own drivers and subcontractors alike.

Why This Was a Hard Problem to Solve Well

A driver app is not difficult to build. A delivery process that runs digitally from load request through to Proof of Delivery, across both own drivers and subcontractors, is a different kind of problem — and that difference is exactly where we add value.

One process across two kinds of driver

Teralco uses its own drivers and subcontractors for deliveries. The solution had to support both within a single delivery process.

A control centre and a driver app that work together

The web-based control centre lets Teralco operate the delivery process, while the driver app lets drivers manage load requests, update statuses and return Proof of Delivery pictures to the operations centre.

Replacing paper

Proof of Delivery pictures are taken with the camera and submitted automatically to the operations centre, reducing paper handling.

Recognising that the control centre and the driver app are two halves of one delivery process is what makes paperless delivery work.

Our Role: From Problem to Platform

We developed the delivery management solution for Teralco, covering both the web-based control centre and the driver mobile app.

- Developed a web-based control centre for operating the delivery process, from load request creation to delivery tracking.
- Developed a driver mobile app for managing load requests and updating delivery statuses.
- Enabled loads to be assigned and pushed to drivers, with driver chat.
- Added delivery tracking on Google Maps.
- Added camera-based Proof of Delivery capture with automatic submission to the operations centre.

The Solution We Delivered

The result is a delivery management solution that lets Teralco operate its delivery process from a central web-based control centre, while giving drivers a mobile tool to manage loads, update statuses and submit POD images.

Web-Based Control Centre

A web-based control centre that lets Teralco operate its delivery process digitally, from creating load requests to tracking deliveries on a Google Map.

Driver Mobile App

A mobile app that lets drivers manage load requests, update delivery statuses and capture Proof of Delivery pictures with the camera.

Platform capabilities at a glance

- Load request creation.
- Load assignment to drivers.
- Pushing loads to drivers.
- Driver chat.
- Delivery tracking on Google Maps.
- Driver status updates.
- Load request management.
- Paperless delivery management.
- Proof of Delivery picture capture.
- Automatic POD submission to the operations centre.

Technology Stack

Control Centre	Web-based control centre for Teralco's delivery operations.
Driver App	Mobile app for drivers, using the device camera for Proof of Delivery capture.
Mapping	Google Maps, for delivery tracking.

Business Value Delivered

Central Operational Control

- Teralco operates its delivery process from a central web-based control centre.
- Load requests are created and managed from the control centre.

Better Driver Coordination

- Drivers manage load requests and update statuses from the app.
- Loads are pushed to drivers, and driver chat supports communication with the operations centre.

Less Paper, More Visibility

- Proof of Delivery pictures are captured on the phone and automatically sent back to the operations centre.
- The solution reduces paper handling.
- Visibility across active deliveries improves.

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Why It Matters

Teralco Logistics is a working example of how mobile and web technology can digitise delivery operations across internal drivers and subcontractors.

- One control centre can serve both own drivers and subcontractors.
- Automatic Proof of Delivery capture reduces paper handling at the point of delivery.
- Map-based tracking gives the operations centre visibility across active deliveries.
- Driver chat and status updates support communication between drivers and the operations centre.

If your organisation still runs deliveries, dispatch or proof of delivery on paper, this is the kind of transformation we build: understood properly, engineered carefully, and delivered as a platform your teams will actually use.

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