

# improved productivity for Amazon's delivery associates





# about the customer



Amazon is a global e-commerce giant with more than a lakh delivery personnel in India



## challenges



## disprz solution

Amazon needed a learning platform that could operate uninterrupted at a large scale in the peak season.

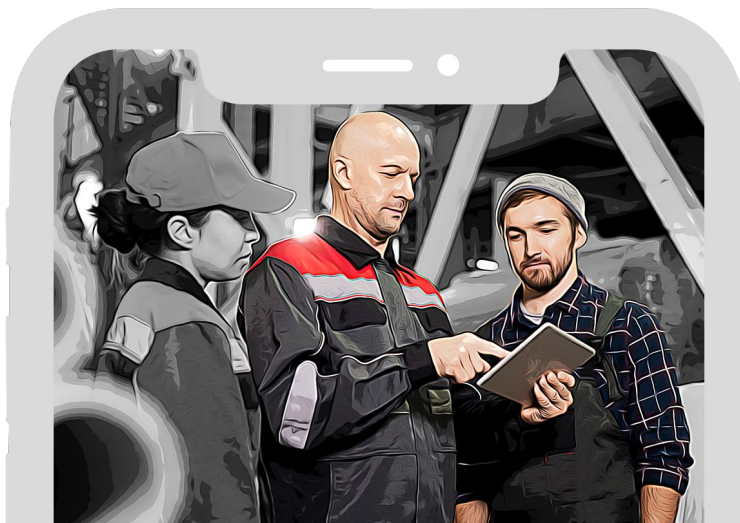
launched a **scalable app** that could admit 30,000 concurrent users in a 10 min interval

delivery associates distributed across India spoke 9 different languages, making multilingual app a necessity

learning and periodic assessments in **multiple languages** to test understanding. Coaching was driven by KPIs to measure productivity

need for an easily customizable and automated skilling platform

learning app was **customized for the customer's multi-tenant system** for 4 different verticals: Last mile teams (shipment delivery), Mid-mile teams (sorting and routing), Third party vendors and Logistics



# impact



**20,000+**

new delivery associates  
onboarded in 1 month in  
peak season



**3%**

improvement in KPIs  
(through reduction in false  
deliveries & invalid scans)



**60+**

content modules created per  
month with 95% completion



**disprz**

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