



Smart Delivery Solutions

Technical Logistics Intermediary Platform

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Smart Delivery Solutions

Welcome To Smart Delivery Solutions

“We connect merchants with delivery companies using a smart system”

Smart Delivery Solutions (SDS) is a technology-driven logistics intermediary platform that connects merchants, businesses, and delivery service providers through a smart, integrated digital ecosystem. Our platform simplifies delivery operations through intelligent automation, real-time tracking, and data-driven processes that improve efficiency, enhance transparency, and deliver a seamless experience for both businesses and customers.

Driven by innovation and operational excellence, SDS empowers organizations to optimize logistics performance, improve customer satisfaction, and achieve sustainable growth. Through our specialized divisions **HiWay** for logistics and transportation solutions, **HiCare** for customer experience and support services, and **HiTech** for technology and digital innovation—we provide comprehensive solutions that help businesses thrive in an increasingly connected world.



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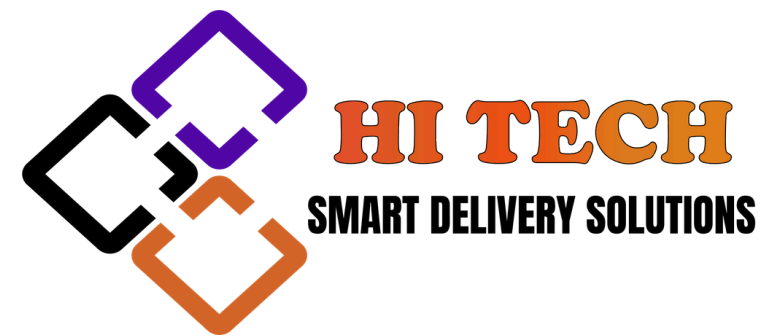
Smart Delivery Solutions Department



HI TECH is the technology powerhouse of Smart Delivery Solutions, responsible for developing, managing, and enhancing the digital platforms that drive our operations. Through continuous innovation, secure infrastructure, and scalable solutions, it ensures a seamless and efficient experience for all stakeholders.



HI CARE is dedicated to building strong relationships with restaurants and customers by providing exceptional support and operational management. It ensures smooth onboarding, effective communication, and outstanding service experiences that foster long-term trust and satisfaction.



HI WAY is the operational delivery division that connects restaurants and customers through a reliable network of delivery partners. Focused on speed, accuracy, and efficiency, it ensures every order is collected and delivered safely while maintaining the highest service standards.





Our Mission

At Smart Delivery Solution, our mission is to transform delivery operations into a KPI-driven system where every stage of the process is measured, monitored, and continuously optimized. We aim to use technology, real-time data, and smart analytics to improve operational performance, increase efficiency, and create a delivery ecosystem built on measurable results and continuous improvement.

- Improve operational efficiency through intelligent automation
- Increase delivery success rates and service quality
- Reduce operational costs and optimize resources
- Enable real-time visibility and performance monitoring
- Support data-driven decision making
- Enhance customer satisfaction and delivery experience
- Deliver scalable and innovative logistics solutions
- Transform traditional delivery operations into a smart technology-driven ecosystem



Our Vision

- Lead as the #1 intelligent delivery ecosystem for order management and logistics in the region
- Expand operations across the GCC markets
- Full coverage across the Kingdom with scalable and highly efficient operations in all cities and regions
- AI-driven logistics to automate dispatching, optimize routing, and enhance operational decision-making
- Empower every business to deliver faster, smarter, and with higher service quality
- Achieve 99% operational excellence in speed, performance, efficiency, and customer satisfaction



What We Do

Smart Dispatching

A system that automatically assigns orders to the most suitable driver based on factors like location, workload, delivery speed, and performance.

It eliminates manual assignment and optimizes efficiency.

(Business Impact)

- Reduces delivery time
- Increases customer satisfaction
- Boosts the number of completed orders with the same team

Real-time Tracking

Allows live tracking of orders and drivers from pickup to delivery, showing real-time location and status updates.

(Business Impact)

- The customer feels reassured (no more “Where is my order?”)
- Reduces calls and inquiries
- High transparency in the service



Central Dashboard

A centralized control panel where you manage orders, drivers, operations, and performance in one unified interface.

(Business Impact)

- Easier and faster management
- Real-time decision-making
- Full visibility of the business instead of scattered operations

Performance Analytics

Provides insights and reports on delivery performance, driver efficiency, peak times, success rates, and operational issues.

(Business Impact)

- Identify exactly where the issues are
- Improve operations based on data, not guesswork
- Increase profits and reduce waste

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Smart Delivery Solutions

CORE KPIS

1. Delivery Speed

The time it takes from order pickup to delivery to the customer, aiming to minimize duration without compromising quality.

2. Success Rate

The percentage of orders successfully delivered without delays, cancellations, or operational issues. Higher rates indicate better efficiency.

3. Response Time

The time taken by the system or driver to respond to a new order or action request. Faster response means higher service quality.

4. Cost Efficiency

Delivering the same or better service quality while minimizing operational costs through optimized routes and reduced waste.



Technology



API Integrations

Connect systems and partners seamlessly



Smart Routing Engine

Intelligent route optimization and order allocation



Real-Time Data Monitoring

Live tracking and operational visibility



AI-Based Optimization

Improve efficiency through smart automation and analytics



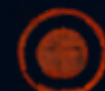
Cloud Infrastructure

Secure, scalable, and reliable cloud-based systems



Advanced Reporting System

Detailed reports and performance insights





Smart Delivery Solutions

If you don't measure performance, you don't control delivery.

إذا لم تقيس الأداء... فأنت لا تدير التوصيل

If you want to manage delivery, you must focus on performance

إذا اهتمت ان تدير التوصيل ... فعليك بالأداء



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