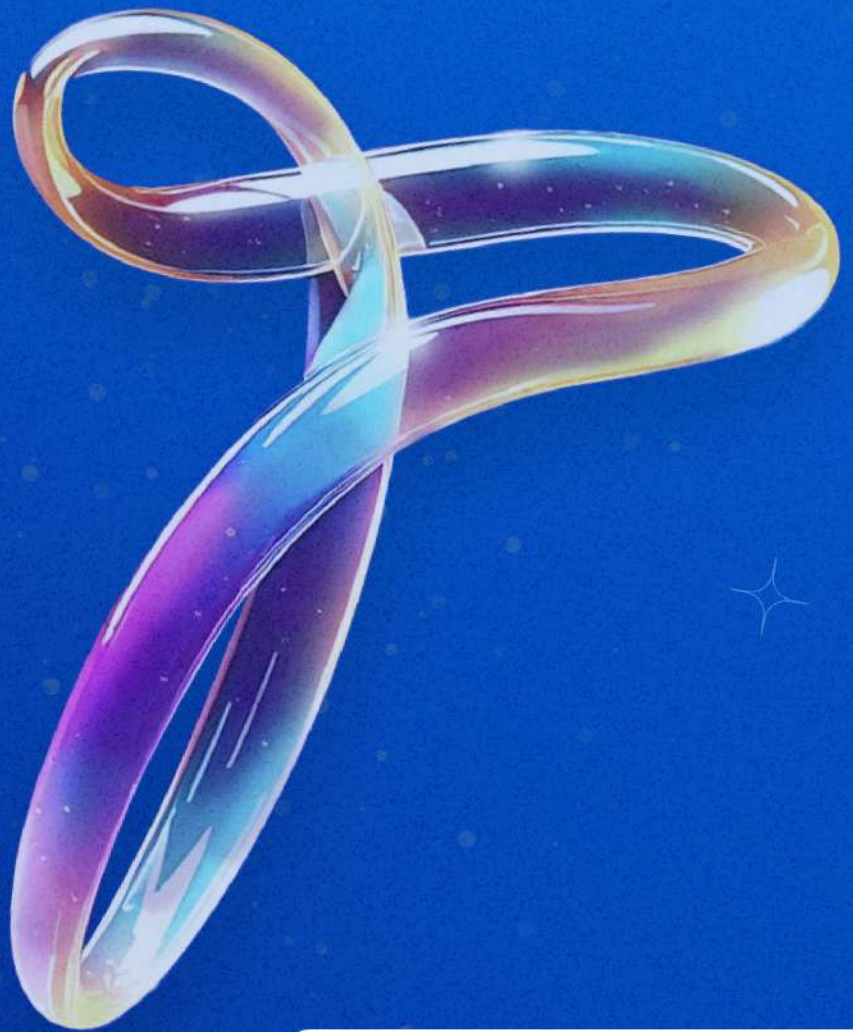


People Matters
Infini-T Awards 2025



Delhivery Won Silver for

Infi in HR Ops Team



DELHIVERY

Executive Summary



As one of India's leading logistics provider with 23,000 employees spread across 3,500+ working locations, Delhivery operates in a high-speed, high-precision environment where every second counts. Manual HR operations and disjointed systems were hampering efficiency and decision-making. In partnership with Darwinbox, Delhivery reimaged its HR operations - streamlining system integrations, harmonizing leave policies, and automating reporting at scale. With over 1,500 employees onboarded every month and real-time integration across 10+ HR partners (L&D, BGV, Travel, Mediclaim, ESOP, etc.), the transformation replaced fragmented, manual processes with real-time data and intelligent workflows - turning HR into a responsive, data-driven function that matches the pace of logistics.

Problem Statement

Delhivery's HR operations were manual and fragmented - unsustainable in a logistics setup where agility and real-time decisions are crucial. Key issues included:

- Systems failed to sync critical employee data in real-time, disrupting delivery zone assignments and workforce planning.
- Inconsistent leave rules between corporate and on-ground teams led to compliance risks and payroll inaccuracies.
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- High report maintenance effort due to dependency on schedulers and low dashboard customizability.

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Key Challenges

1. Data Discrepancy Across Systems

Operational decisions like delivery zone mapping or employee shifts depended on multiple systems, but update didn't flow in real-time. Manual updates caused delays and inconsistencies, disrupting field assignments and frontline agility.

2. Multiple Leave Policies and FnF Delays

Backdated leaves were allowed for corporate teams but restricted for Ops; leading to misaligned balances, payroll mismatches and friction during intercity and transfers.

3. Heavy Scheduler Load & Ineffective Reporting

Over 170+ schedulers were active, many pointing to inactive employees. Standard reports did not support business needs and required extensive manual effort to update dashboards.

4. Opportunity to Streamline HR Operations

Critical Hire to Retire processes across the employee lifecycle were manual resulting in HR bandwidth being spend across transactional/ administrative work and delays impacting HR's value creation, speed and agility.



Tech & Analytics-Led Solutions

1. Real-Time System Integration

Darwinbox Studio was used to redesign system integrations to ensure real-time data flow to . Delhivery's UMS (User Management System). Zone level changes and workforce movements now reflect instantly across platforms - reducing manual dependency and operational lag.

2. Unified, Intelligent Leave Management

Instead of enforcing a one-size-fits-all policy, Darwinbox built a consolidated script in Amplify that respected business constraints while enabling centralized leave tracking.

- Leave assignment mapped to department and employee.
- Created a lookup table for department mappings.
- Delivered a single consolidated report for FnF, eliminating manual reconciliation and saving 4–5 days of manual work.

3. Scheduler Optimization & Reporting Framework

- Reduced schedulers by 85% (from 170+ to 25) with smart frequency mapping (morning, evening, etc.).
- Introduced report permissioning - one scheduler could now serve multiple users with personalized access control.
- A modern reporting matrix enabled automatic, dashboard-specific data flow, eliminating manual interventions.



Business Outcomes

- **Real-time synchronization across platforms:** Streamlined shift planning and delivery zone updates, achieving instant alignment with zero manual delays, boosting operational efficiency.
- **Leave policy automation** → Reduced final settlement cycle effort by 4–5 days and ensured consistent policy application across roles, enhancing HR productivity and compliance.
- **~85% reduction in schedulers** → Decreased system load, delivering only critical reports to relevant users, improving resource efficiency and user experience.
- **Enhanced governance** → Implemented intelligent permission mapping to strengthen data privacy, minimize errors, and ensure compliance readiness, safeguarding organizational integrity



Innovation & Differentiation

Delhivery didn't just automate processes—it re-engineered the operating logic of HR systems:

- Tackled one of the toughest TA/HR problems in logistics: real-time sync across distributed systems.
- Built a hybrid leave policy system that satisfies both policy control and central visibility - without enforcing uniformity.
- Turned complex report scheduling into a flexible, permission-based reporting model, a first for many HR ops environments.

Strategic Alignment

This transformation supports Delhivery's core pillars - speed, scalability, and precision. HR is no longer reactive; it now enables faster workforce decisions, manages complexity with ease and ensures systems are ready to scale. HR has emerged as a true partner in sustaining Delhivery's competitive edge.

Change Management & Adoption

From the start, Delhivery's Ops and HR teams co-designed the new processes, testing, and rollout ensuring every solution solved a real frontline pain point for e.g. .simplifying leave tracking or cleaning up scheduler bloat teams saw immediate value. This user led approach led to smooth adoption with little resistance and high system stickiness.

Scalability & Future Outlook

The new foundation allows Delhivery to scale its workforce and operations without linear HR headcount growth. Centralized, real-time data powers faster decisions, while flexible reporting tools position HR to adopt AI-based forecasting, proactive compliance alerts and next-gen workforce planning-on demand.

Conclusion

Delhivery overhauled its HR operations by eliminating fragmented systems and manual HR tasks. With integrated data flows, hybrid leave tracking and smart report delivery, HR became faster, leaner and more precise. Powered by Darwinbox, this .transformation delivered the agility Delhivery needs to run a high-velocity logistics business – proving that HR can drive operational advantage.