Ecom Express *saves 20% in OpEx* with total device control

Real-time device tracking reduces device loss by 90% for Ecom Express

Ecom Express' IT Ops team uses Esper's advanced device management solution to unlock the full potential of their device fleet, turning it into a cost-saving, highly productive asset that propels business forward.

Device loss reduced by

90%

Reduced its OpEx by

20%

Ecom Express experienced the high costs of using an outdated MDM

Ecom Express Limited is a leading logistics solutions provider that enables seamless and timely deliveries for e-commerce platforms across India. Its customers count on their cutting-edge solutions to get things done fast, but Ecom Express found itself being held back by antiquated and limited legacy MDM software.

esper.io

The outdated dashboard and clunky UI made everything from remote troubleshooting to software delivery an uphill battle. With no visibility into device fleet health, staged app update deployments, or granular device grouping for more seamless management, everything was cumbersome and time-consuming. Ecom Express needed a solution that could help overcome these challenges and effectively manage a modern fleet of handheld scanners.

> *"In the fast-paced world of deliveries, our customers **demand speed and efficiency.** With devices spread far and wide, always on the move, and in constant use, we required an MDM that could keep up with our dynamic operations and provide us with the **granular control** we needed to deliver on our promises."*
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> **JAIDEEP SINGH**
> *Chief Information Security Officer, Ecom Express*

From operational bottlenecks to cost-saving efficiencies with Esper

With Esper, Ecom Express is able to take full command of their device fleet to save time and money. **Complete remote control** opens the door for troubleshooting devices in **realtime** from anywhere — even while drivers are en route for deliveries and pickups. **Real-time monitoring** and detailed **dashboards** ensure devices are always in good health, while **custom alerts** prevent things like low batteries from impeding deliveries.

Deploying updates has also never been easier. With Esper, Ecom Express was able to **reduce software rollout timelines by two days.** Updates can be deployed on the fly without disrupting customer operations and can be targeted to specific device groups based on customized parameters like device type, region, and more. These device groups also mean Ecomm Express can test updates on a small group of devices before pushing it to a larger set or even the entire fleet, limiting the potential blast radius of any issues..

With Esper's advanced device management platform, Ecom Express has reduced its OpEx by 20%. Granular device monitoring enables underutilized devices to be repurposed to higher activity regions for **maximized productivity**, while real-time device tracking has helped reducing device loss from 1% to an impressive 0.1%

Real-time device tracking reduces device loss by

90%

With the increased efficiency from Esper, Ecom Express is no longer hindered by tedious operational tasks and can focus its energy on enhancing its customer satisfaction with exceptional experiences.
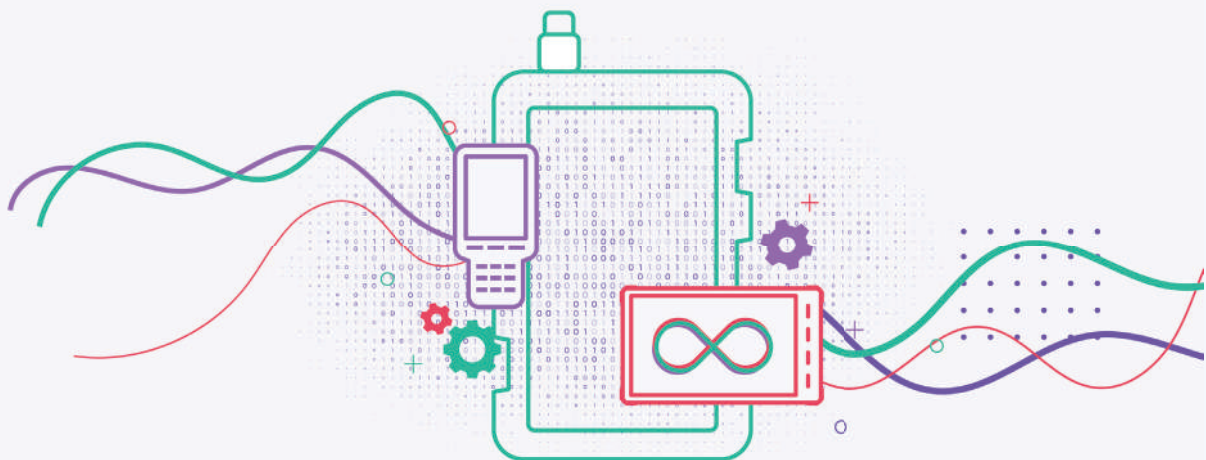
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"Esper has transformed how we manage our devices. It gave us the **complete control** *we couldn't find with other MDMs. With their* **unique features,** *we can customize and optimize our workflows to not only save us time and money but create a* **smooth experience** *for our operations teams."*

JAIDEEP SINGH
Chief Information Security Officer, Ecom Express

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