

CASE STUDY

How OneLove Logistics Took Control of Its Fleet With DeviceSolutions.ai, Zebra, and Esper

A Michigan-based Amazon delivery partner replaced broken consumer phones with a fully managed enterprise device solution, giving every driver a locked-down, road-ready device and giving the business the visibility to run without worry.

About OneLove Logistics

OneLove Logistics is an Amazon Delivery Service Partner (DSP) based in Michigan. As a DSP, OneLove operates as an independent business contracted by Amazon to manage last-mile delivery in its region. The company runs a fleet of 50 vehicles and employs approximately 120 people. Every day, those vehicles leave for Amazon-assigned delivery routes, and every day, the business performance that determines OneLove's future with Amazon is shaped by what happens on those routes.

Unmanaged Consumer Devices Were Putting the Business at Risk

OneLove was running its delivery operation on consumer smartphones. These were personal-grade devices with no management platform, no way to restrict what drivers could access, and no remote support capability. When a device broke, someone had to physically handle it. When a device went missing, finding it was a manual process with no reliable resolution path. When a driver needed help, there was no way to assist them remotely.

The operational friction was real, but the business risk ran deeper. Amazon manages its DSP partners through a rigorous performance scorecard that tracks delivery completion, driver safety, and incident rates. A serious accident caused by a distracted driver on an open, unmanaged device does not only affect insurance costs. It can trigger a scorecard review that puts OneLove's routes on the line. For a business whose entire revenue depends on maintaining Amazon's confidence, an unmanaged device in a driver's hands is a liability the business cannot afford to ignore.

OneLove knew they needed a solution. What they needed was a partner who could build one.

DeviceSolutions.ai, Zebra, and Esper Build a Complete Solution Together

DeviceSolutions.ai approached the problem the way a true technology partner should: not with a single product recommendation, but with a complete, integrated stack. They bundled Zebra enterprise mobile computers with a three-year Esper license and took on the ongoing managed support themselves. OneLove received one solution from one partner, with one relationship covering everything.

Zebra replaced the consumer phones. Their ruggedized enterprise handhelds are purpose-built for demanding field environments, equipped with hot-swap batteries that keep drivers running through full shifts, and backed by Zebra OneCare, a service plan that makes device repairs a straightforward process rather than a scramble. DeviceSolutions.ai also sourced dedicated charging cradles with battery docking slots, so every device and every spare battery is fully charged and ready at the start of each shift.

Esper completed the picture. Once enrolled, each device runs only the applications OneLove approves. The browser is blocked. The app store is blocked. Drivers on their routes can only access what their job requires. Every device in the fleet is named by number, tracked by GPS, and remotely accessible by DeviceSolutions.ai. When a device goes missing, it is located within minutes. When a device has a problem, DeviceSolutions.ai views it remotely and resolves it without anyone touching the hardware.

That last point defines what makes DeviceSolutions.ai more than a reseller. They stay. OneLove's fleet manager does not submit support tickets or navigate vendor phone trees. They contact DeviceSolutions.ai directly, and the problem gets solved. For an operation running 50 vehicles without an in-house IT team, that ongoing partnership is not a service add-on. It is the reason the solution works.

"Switching to Zebra TC27s was a game changer for us. We went from breaking multiple phones a day to only 6 incidents in five months. The combination of rugged hardware, charging infrastructure, and Esper's device management gave us the visibility and reliability we needed to run a tight operation."

MARK VOISIN, ONELOVE LOGISTICS

A Fleet That Runs the Way the Business Needs It To

OneLove now operates with a device stack built for the demands of last-mile delivery. Every driver starts their shift with a charged, configured, locked-down device. Every device in the fleet is visible, trackable, and remotely serviceable. And the partner responsible for keeping all of it running is a phone call away.

The consumer phone liability is gone. Drivers cannot be distracted by open apps on the road. Lost devices are recovered in minutes, not hours. Device issues are resolved remotely before they affect dispatch. The Amazon scorecard risk that came with unmanaged devices has been replaced by an operation that runs with the control and visibility the business always needed.

LEARN MORE

[Esper for Logistics and Transportation](#)

[Esper + Zebra: Enterprise Device Management](#)

[Esper Features: Remote Control, GPS, App Management](#)

OneLove Logistics • DeviceSolutions.ai • Zebra Technologies • Esper
esper.io