

Driver Technology in the Last Mile

Last mile businesses need to scale with peaks and troughs as delivery volumes remain volatile. Technology, and smart devices in particular, can meet this challenge.

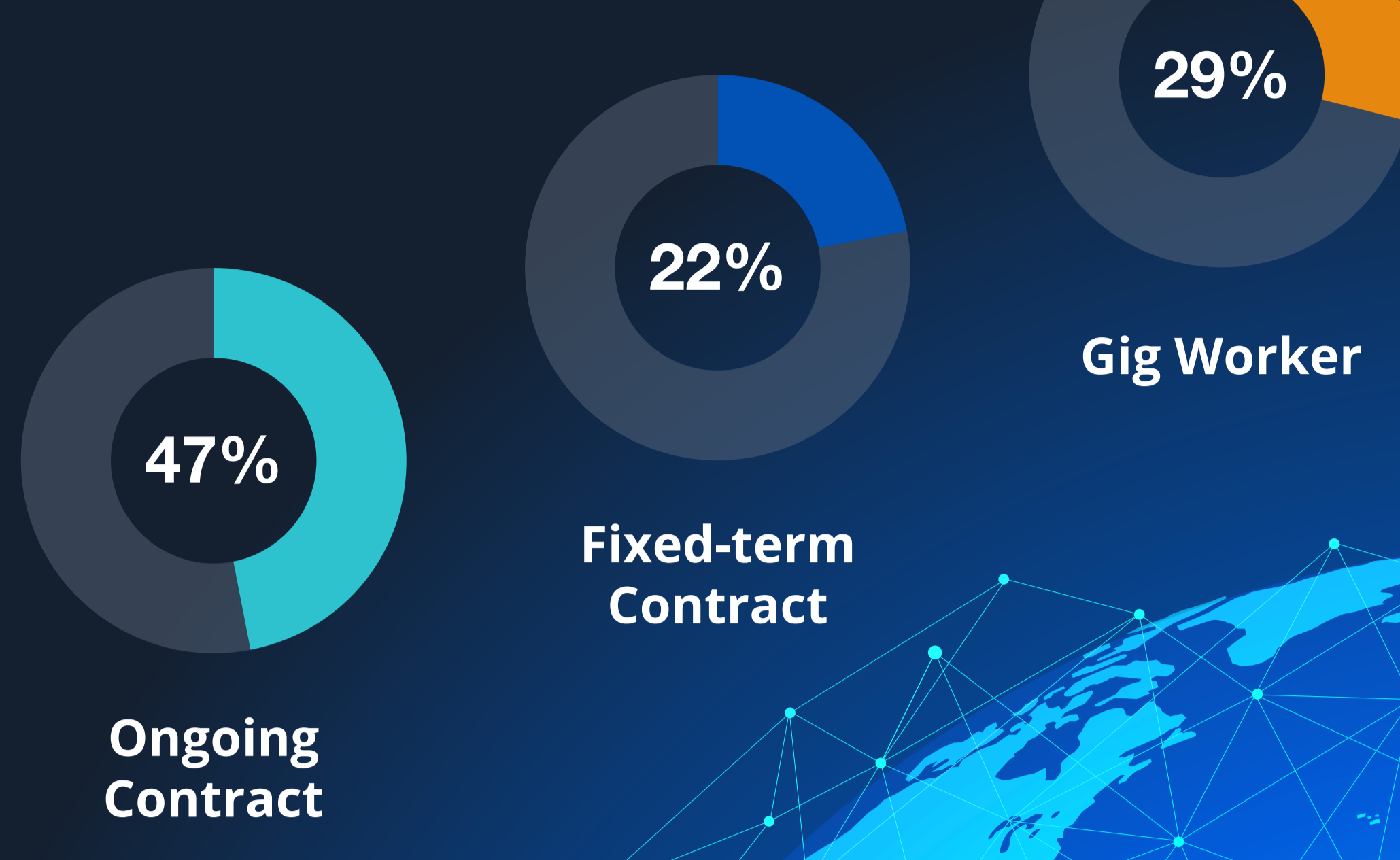


We asked **1,200 delivery drivers across 11 countries** (see below) about the technology they use*. The report is essential reading for any last mile business making technology choices to support drivers and delivery operations.

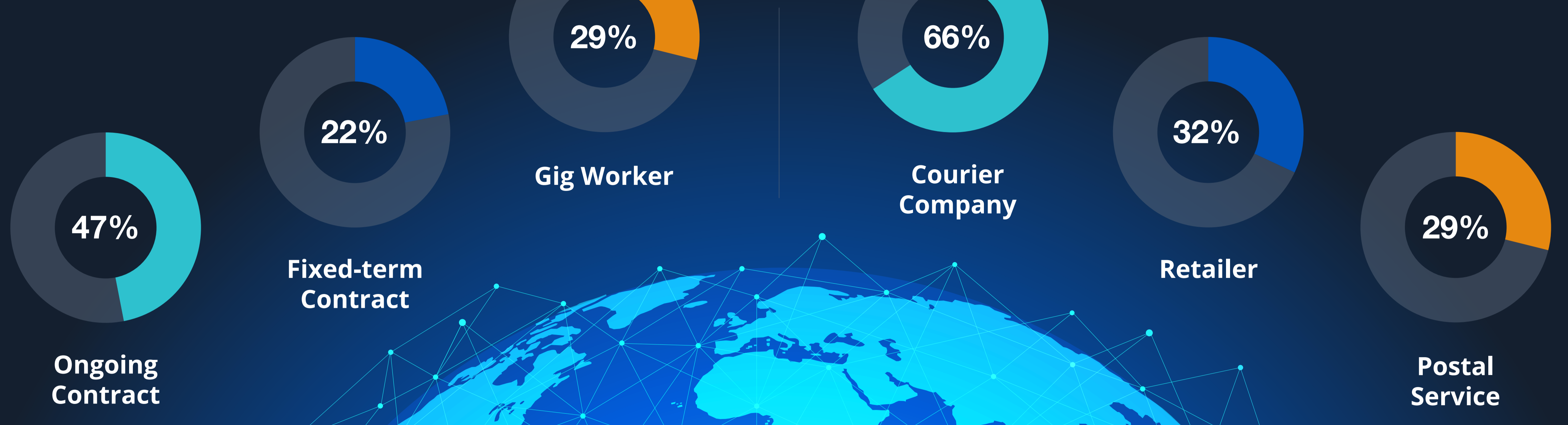
*Survey conducted by Opinimum on behalf of Scandit
 **Total value over 100% as some drivers hold more than 1 job

Covering all types of driver

Employment Type



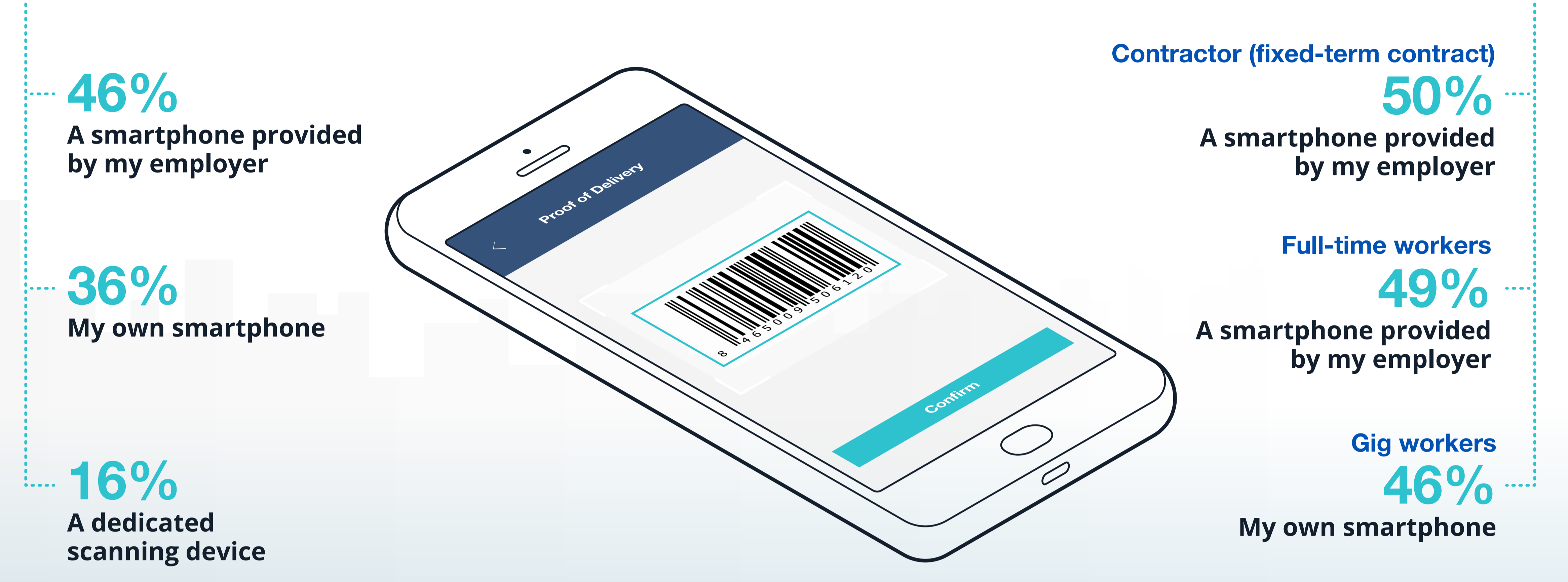
Delivery Model**



What Scanning Device Do Delivery Drivers Use Most Frequently to Track and Register Items?

36% of all delivery drivers use their own smartphones to scan and track deliveries, while 46% use smartphones provided by their employer with only 16% using a dedicated scanning device.

When analyzed by contract type, full-time employees and fixed-term contractors are more likely to use employer-provided smartphones, while gig workers are more likely to use their own smartphones.



In terms of industry sector, delivery drivers are most likely to use their own smartphones, followed by employer-provided smartphones and dedicated devices.



	Delivery	Retail	Postal
My own smartphone	47%	43%	52%
A smartphone provided by my employer	35%	41%	34%
Dedicated device	17%	13%	13%
Other	1%	3%	1%

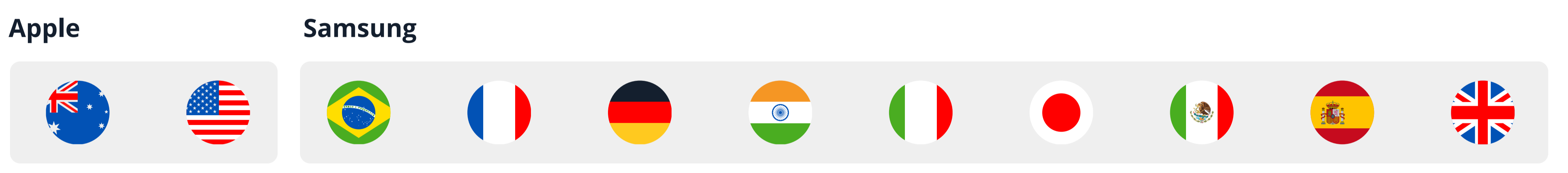
What Brand of Smart Device Do You Use?†

The survey indicates that delivery drivers in different countries prefer using Samsung and Apple. While the popularity of Android and Huawei smartphones varies by country. Understanding the smartphone preferences of delivery drivers may be relevant for companies providing delivery services.



†Total value is under 100% due to rounding.

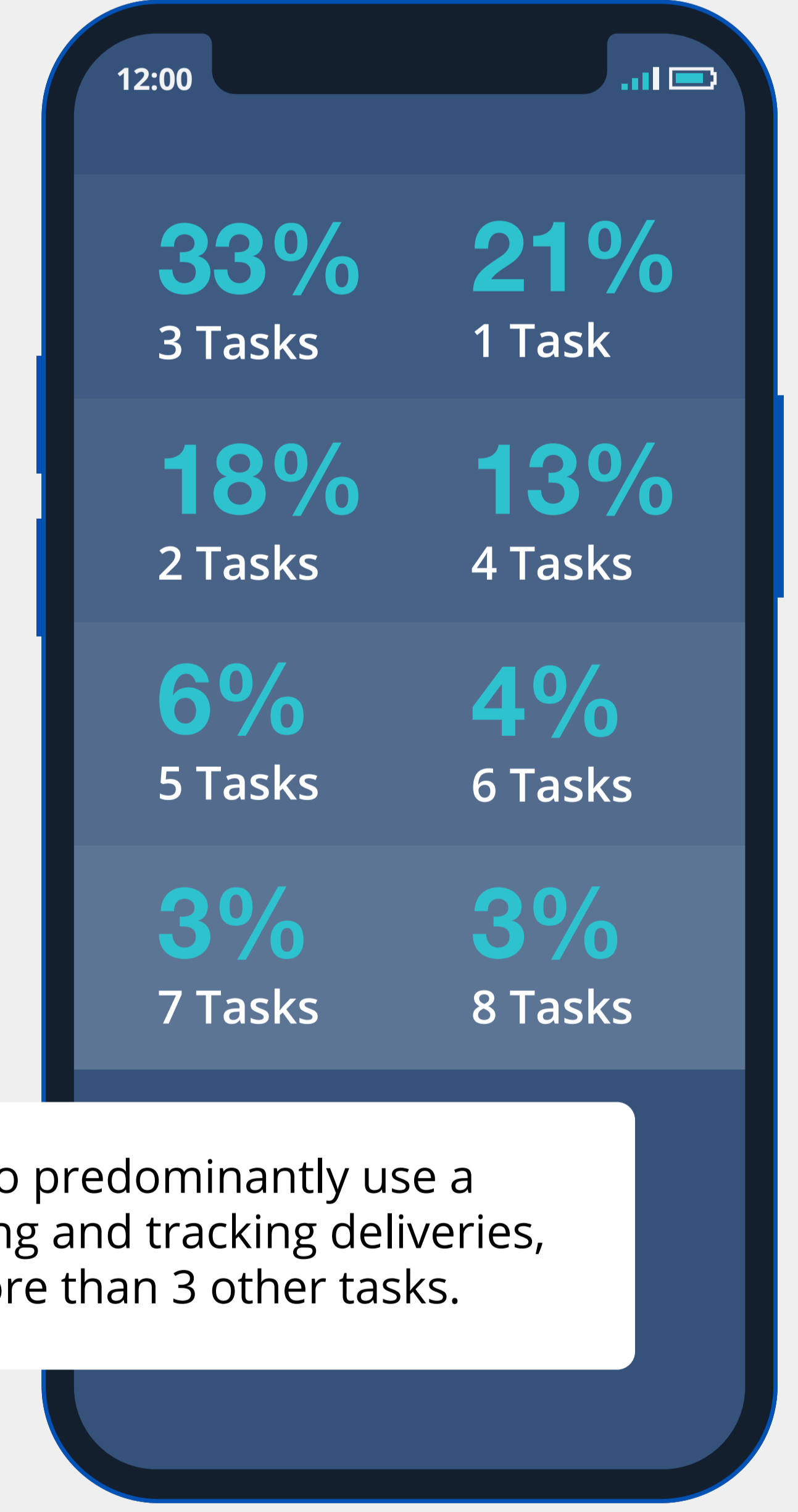
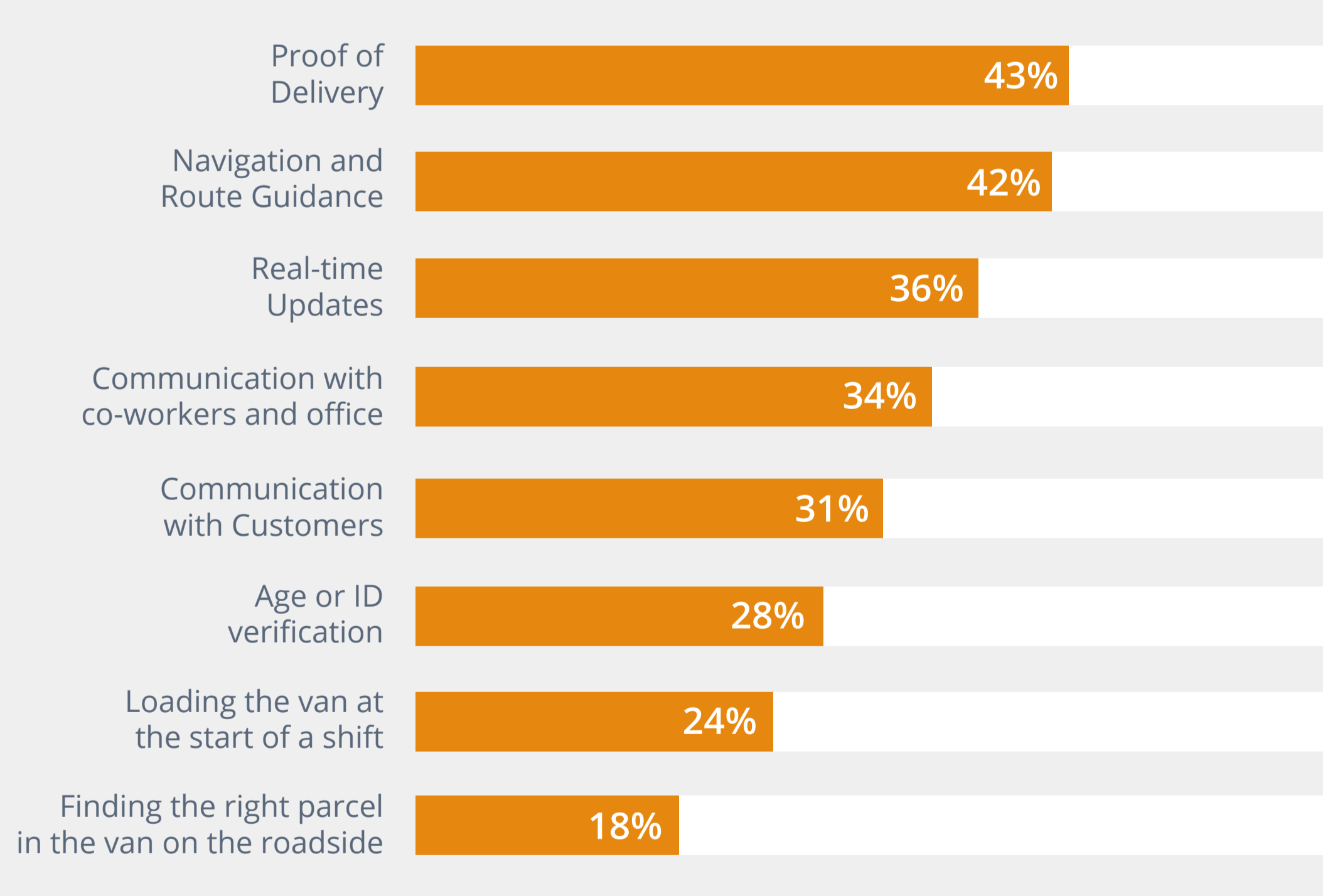
Top phone manufacturers by country



How Delivery Drivers Use Their Smart Devices in the Last Mile

Communicating with customers and navigation comes out on top. But it's clear that many drivers could be getting more out of their smart devices, which can be used for many different tasks.

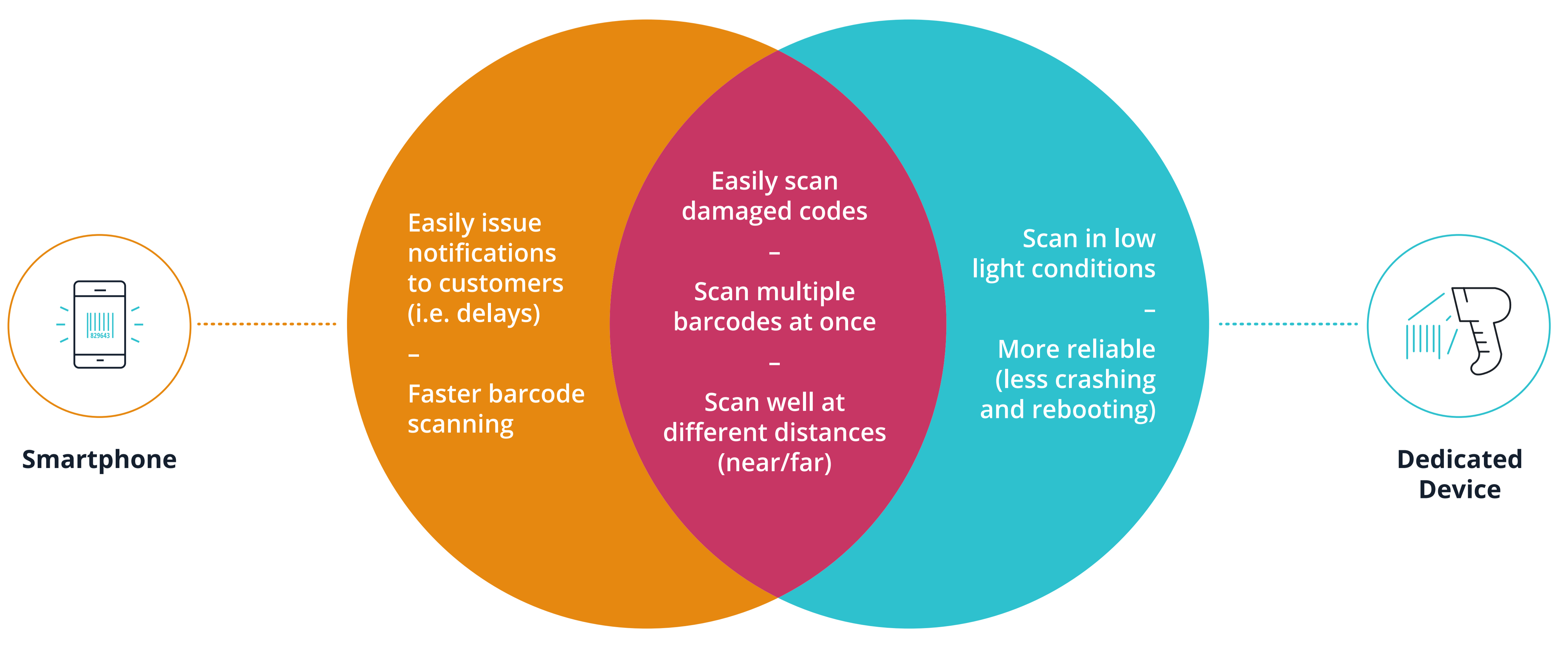
Drivers utilizing smartphones for different tasks on the road



Only 30% of drivers, who predominantly use a smart device for scanning and tracking deliveries, use their devices for more than 3 other tasks.

Drivers' Most Wanted Features and Improvements

We asked delivery drivers what 3 features would be most useful if they had them on their application.



Want to Find out More?

Discover how delivery drivers are using technology. Download our full report Driver Technology in the Last Mile.



[DOWNLOAD](#)

Scandit Smart Data Capture on smart devices end-to-end processes by capturing barcodes, text, IDs and objects.

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