Smart Delivery Solutions

Intelligent Delivery. Smarter Operations.

AI-Powered Delivery & Logistics Intermediary Platform

Company Profile

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Smart Delivery Solutions

Intelligent Delivery.
Measurable Performance.

Smart Delivery Solutions (SDS) is an AI-powered, technology-driven logistics intermediary platform that connects merchants, businesses, customers, and delivery partners through one intelligent ecosystem. We leverage real-time data, advanced analytics, and AI automation to orchestrate every delivery—optimizing operations, improving service quality, reducing costs, and delivering measurable results at scale.

- **Smart Dispatching**
- **Real-time Tracking**
- **AI-Driven Insights**



Live Monitoring
Operational Visibility

On-Time Delivery Rate
99%

Active Deliveries
12,458+

Smart Technology. Smart Operations. Smarter Deliveries.

Smart Delivery Solutions

A smarter way to control delivery performance.

Smart Delivery Solutions (SDS) is a technology-driven logistics intermediary platform that connects merchants, businesses, customers, and delivery service providers through an integrated digital ecosystem. We bring **real-time visibility, automation, AI-assisted decision-making, and data-driven control** to every step of the delivery lifecycle—empowering all stakeholders to operate smarter, faster, and with confidence.



Platform Role

We connect and orchestrate the entire delivery ecosystem on one intelligent platform.

Operating Focus

Real-time visibility, seamless coordination, and proactive performance management.

Core Promise

Reliable deliveries. Measurable results. Trusted by every stakeholder.

Strategic Direction

Continuously improving technology and partnerships to drive long-term value.

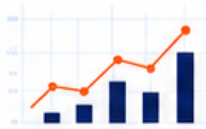
Live Visibility

Track every delivery in real time with end-to-end visibility.



AI-Powered Control

Use AI to analyze data, predict disruptions, automate actions, and drive smarter decisions.



Performance Insights

Turn data into actionable insights that drive better decisions and outcomes.



Smart Technology. Smart Operations. Smarter Deliveries.

Three divisions.
One delivery ecosystem.

Three specialized divisions work together as one intelligent ecosystem—powered by AI-enabled systems and data-driven insights—to orchestrate every step of the delivery lifecycle with precision and care.

HiWay
Leads delivery execution through an AI-enabled network of delivery partners, ensuring speed, accuracy, dispatch discipline, and operational excellence.

HiCare
Supports merchants, restaurants, and customers through onboarding, communication, issue resolution, and service excellence.

HiTech
Builds, manages, and enhances SDS digital platforms, integrations, analytics, tracking, and innovation —including restaurant digital solutions like branded websites and mobile applications.



Smart Delivery Solutions

Digital solutions that strengthen the SDS ecosystem.

SDS provides intelligent digital solutions that help merchants and restaurants build stronger brands, engage customers, and grow revenue—seamlessly connected to our advanced delivery operations.

Branded Websites
Modern, conversion-focused websites that reflect your brand.

Mobile Applications
Custom mobile apps for iOS & Android to engage and retain more customers.

Online Ordering Experiences
Smooth, fast, and intuitive ordering across all channels.

Menu & Content Management
Easy-to-use tools to manage menus, pricing, images, and content.

Payments & Checkout Integration
Secure payment gateways and seamless checkout for higher conversions.

Notifications & Loyalty
Push notifications, loyalty programs, and promotions that drive repeat orders.

Arabic & English Experience
Fully localized interfaces for a better experience across all audiences.

Integrated with SDS Delivery Operations
Real-time order sync, tracking, and delivery visibility within the SDS ecosystem.



AI-Powered Growth
AI-driven recommendations, customer insights, and demand forecasting help you make smarter decisions and grow faster.

AI Recommendations
Suggest the right items at the right time.

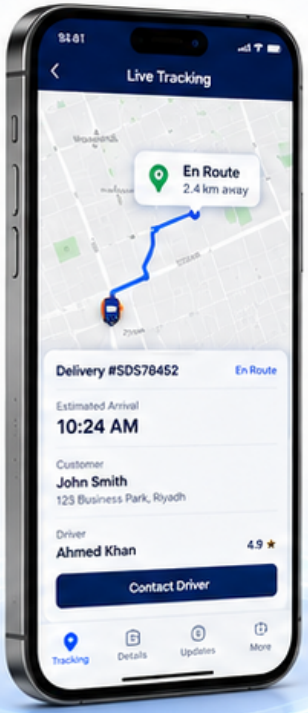
Customer Insights
Understand behavior and improve engagement.

Smart Analytics
Actionable data to optimize performance.

Smart Technology. Smart Operations. Smarter Deliveries.

Smart Delivery Solutions

Core solutions
that improve delivery performance.



SDS delivers an integrated suite of smart logistics solutions that help you operate smarter, respond faster, and achieve measurable results every day.
From dispatch to dashboards, tracking, performance analytics, and seamless integration with digital ordering channels—everything works together.

1. Smart Dispatching
- AI-driven order allocation
- Optimize routes and capacity
- Reduce delays and costs

2. Central Dashboard
- Real-time operations overview
- Monitor KPIs and SLAs
- Instant alerts and notifications

3. Real-time Tracking
- Live location and status updates
- Proof of delivery with insights
- Improve transparency & trust

4. Performance Analytics
- Data-driven insights
- Identify trends and gaps
- Drive continuous improvement



AI-Powered Optimization
Smarter decisions. Better outcomes.

Secure & Reliable
Enterprise-grade security and data protection.

Cloud-Native Platform
Scalable, flexible, and built for the future.

Connected Channels & Integration
Seamlessly connect digital ordering channels and systems.

Support & Partnership
Dedicated support. Long-term success.

Smart Technology. Smart Operations. Smarter Deliveries.

Smart Delivery Solutions

AI-Powered Control. Operational Excellence.

Smart Delivery Solutions (SDS) unifies AI, automation, and advanced analytics to give you complete control over your delivery operations. From intelligent routing to predictive insights, we help you operate smarter, respond faster, and deliver exceptional performance every day.

AI-Powered Routing

AI-driven route optimization reduces delays, fuel costs, and improves on-time delivery.

AI-Based Optimization

Machine learning models optimize resources, capacity, and performance in real time.

Intelligent Monitoring

AI-powered monitoring provides real-time visibility, anomaly detection, and proactive alerts.

Cloud-Native Platform

Scalable, secure cloud infrastructure ensures high availability and reliability.

AI-Driven Analytics

Turn operational data into actionable insights with AI-powered predictive analytics.

Advanced Reporting

Custom reports and dashboards deliver AI-driven insights for smarter decision-making.



Smart Technology. Smart Operations. Smarter Deliveries.

Core KPIs that define delivery excellence.

AI-ENABLED PERFORMANCE INTELLIGENCE

DELIVERY SPEED KPI



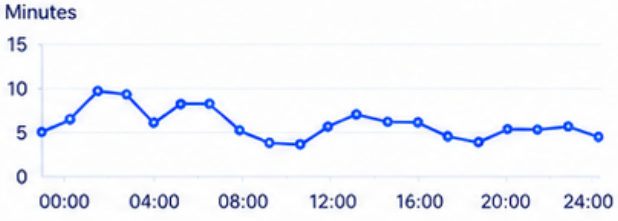
SUCCESS RATE KPI



- 12,458 Delivered
- 102 Exceptions Resolved
- 14 Failed / Cancelled

RESPONSE TIME KPI

Avg. Response Time



COST EFFICIENCY KPI

Cost per Delivery

$1.24

↓ 12.6%

vs last month



- **12,458+** Total Deliveries
- **FAST** Delivery
- **99.2%** Success Rate
- **$1.24** Cost per Delivery

KPI 01 — DELIVERY SPEED KPI

the time from order pickup to final delivery, optimized for speed without compromising quality.

KPI 02 — SUCCESS RATE KPI

the percentage of orders delivered successfully without delays, cancellations, or issues.

KPI 03 — RESPONSE TIME KPI

the time taken by the system or driver to respond to a new order or action request.

KPI 04 — COST EFFICIENCY KPI

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

Smart Delivery Solutions

Built to elevate delivery performance through AI-powered visibility, automation, and control.

Our Mission

We deliver an AI-enabled logistics ecosystem that transforms data into intelligence, automates operations, and gives you complete control—driving smarter decisions, higher performance, and measurable impact at every step of the delivery journey.

- Improve operational efficiency with AI and automation
- Increase delivery success rates with predictive intelligence
- Reduce delivery costs through intelligent optimization
- Enable real-time visibility with AI-powered monitoring
- Make data-driven decisions with advanced analytics
- Enhance customer satisfaction with better service and trust

Our Vision

- Lead the future of AI-enabled delivery ecosystems.
- Expand intelligence across Saudi Arabia and the GCC.
- Build scalable, AI-driven operations that adapt and grow.
- Leverage AI and automation to optimize every delivery.
- Empower businesses with smarter insights and outcomes.



Smart Technology. Smart Operations. Smarter Deliveries.

Why businesses choose SDS.

We combine smart technology with operational excellence to deliver measurable impact across your entire logistics journey.

1. Faster Delivery Operations

Optimize routes, automate workflows, and cut delivery times with real-time intelligence.

2. Higher Service Visibility

Real-time tracking and live monitoring provide complete end-to-end visibility.

3. Better Customer Experience

Proactive updates, accurate ETAs, and on-time deliveries that build trust and loyalty.

4. Lower Operational Waste

Reduce empty miles, idle time, and manual effort, improving efficiency and margins.

5. Smarter Decision-Making

Turn real-time data into actionable insights for better planning and performance.

6. Scalable Growth

A flexible platform that grows with your business across regions and industries.

Performance at a Glance

On-Time Delivery Rate

99%



Deliveries Completed

12,458+



Delivery Success by Status



Service Reliability

On-Time Delivery	99%
First-Attempt Success	96%
Proof of Delivery	98%

Route Optimization



Let's Connect.

Website
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