



Case Study

Scaling the Human Workforce Behind Autonomous Delivery

How one manufacturer solved the training bottleneck holding back its fleet

Challenge

Keeping up with demand while reducing costs

Robot deliveries aren't fully autonomous yet. Despite the hype, humans still monitor machines remotely, stepping in when navigation algorithms hit edge cases or if something goes wrong.

For one major delivery robot manufacturer operating globally, this human-in-the-loop process created issues of scale. The work requires real-time monitoring and instant intervention when robots encounter a problem. That meant maintaining 24/7 coverage particularly during peak season. But the company's in-house team capacity was already stretched thin.

Expanding its remote assistance team seemed like the logical solution. But the process isn't easy. Onboarding and training new operators can be time and resource intensive. The role demands specialized knowledge and rapid decision-making skills to ensure both timely and safe deliveries.

At the same time, the company needed to remain agile. A fixed support model would lead to overcapacity and unnecessary costs during slower months, putting profitability and operational efficiency at risk.

Solution

The company partnered with TaskUs to help in three key areas:

Faster hiring and better fit

Instead of generic recruitment, we built a new hiring profile and competency matrix targeting specific skills: decision-making under pressure, technical troubleshooting and response time. This filtered candidates more effectively upfront, ensuring a steady, robust talent pipeline. New hires required less ramp-up time, reached productivity faster and stayed longer.

Enhanced training for stronger performance

Facilitator-led sessions, powered by a custom interactive learning system, replaced self-paced modules. We helped digitize training materials, implement a structured coaching protocol and create a dynamic, hands-on lab environment that allowed trainees to practice with real scenarios.



To further strengthen readiness, we rolled out a 2-day training program on the fundamentals of AV delivery, client-specific case studies and product knowledge. This gave new hires a strong foundation before entering production support training.

Smarter operations at scale

Restructuring for 24/7 coverage across time zones was a major breakthrough. Support teams now monitor robot fleets continuously, intervening in real-time regardless of geographic location.

To stay responsive during volume spikes, we activated surge protocols for rapid scaling. In slower seasons, we redeployed teams to other programs to boost efficiency and manage costs.

Results

>30%

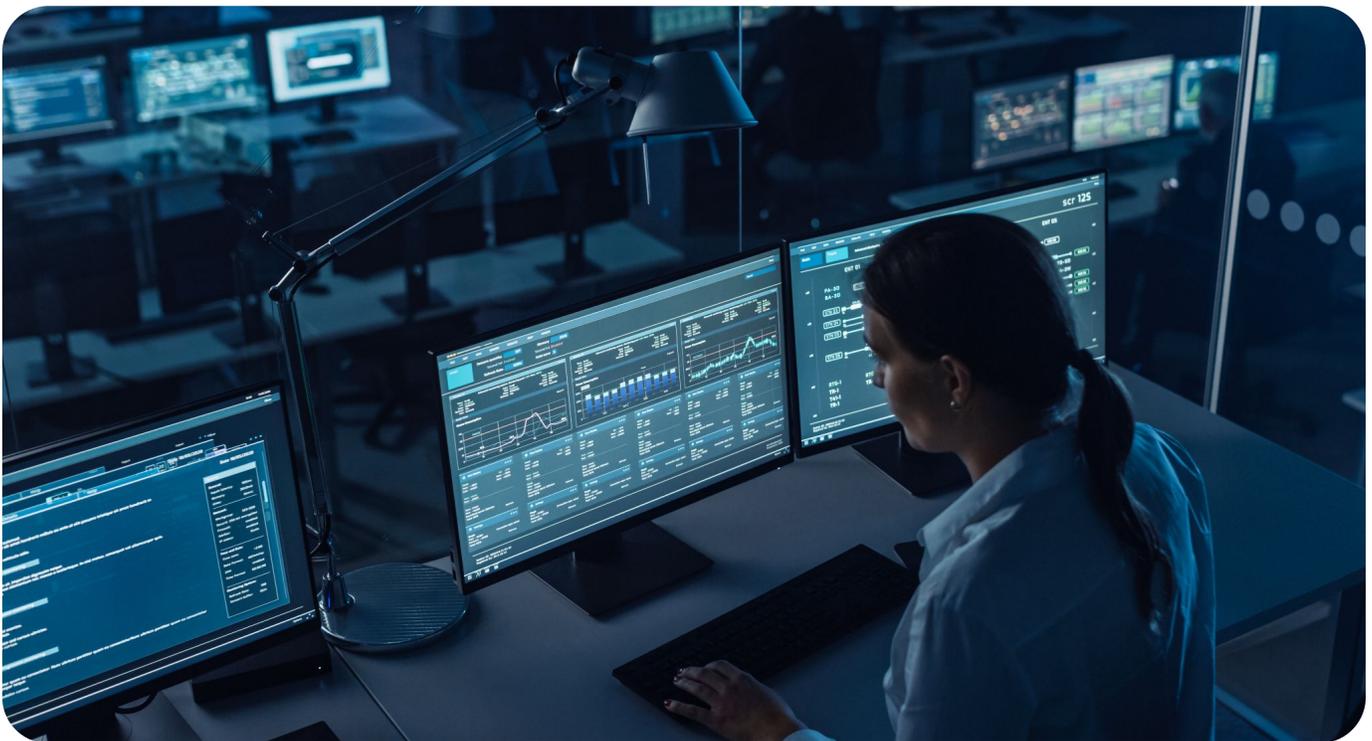
Reduced cost vs.
in-house operations

33%

Speed to proficiency

2x

Training scalability
generated



About TaskUs

TaskUs is a leading provider of outsourced digital services and next-generation customer experience to the world's most innovative companies, helping its clients represent, protect and grow their brands. Leveraging a cloud-based infrastructure, TaskUs serves clients in the fast-growing sectors, including social media, e-commerce, gaming, streaming media, food delivery and ride-sharing, technology, financial services and healthcare. As of March 31, 2025, TaskUs had a worldwide headcount of approximately 61,400 people across 28 locations in 12 countries, including the United States, the Philippines, and India.

For more information, please visit:

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