Case Study

Powering Driverless Cars to Navigate Roads Safely

Skilled talent and team well-being enhanced an autonomous vehicle company's remote assistance program

TaskUs™

Ensuring safety in real time

The challenge

For the leading autonomous vehicle (AV) technology company, safety is a No. 1 priority. While AVs operate independently, they still require real-time human intervention to safely navigate unpredictable road conditions.

Initially, the company relied on 125 temporary fleet response specialists to:
- Monitor vehicle performance in real time and detect issues
- Intervene when AVs encountered unexpected obstacles
- Guide AVs through roadblocks with alternative routes

For instance, if the car faced a sudden road closure, it was programmed to request human confirmation before rerouting. A fleet response specialist would then analyze the situation, determine the best alternative path and relay the information across the entire fleet so that all the company's AVs could avoid disruptions.

Expanding into new cities, the company needed to scale this function quickly. But doing so in-house would be costly and time-consuming.

After a successful partnership with TaskUs to revamp its engineering team's learning program, the company extended the collaboration to manage and grow the fleet response program.

Getting talent and team support right

The solution

We successfully transitioned 123 out of 125 fleet response specialists from temporary employees to full-time roles under TaskUs. This allowed the client to maintain an experienced workforce while ensuring stability and long-term career growth for the team.
To hire additional teammates, recruiters designed practical assessments to test key skills like attention to detail, quick decision-making and the ability to work with on-screen navigation tools. Once hired, teammates completed a 12-week, hands-on training program to prepare them for real-world scenarios.

Since fleet response specialists spend long hours monitoring AVs, we also prioritized their well-being. Our Wellness & Resiliency clinicians designed a fatigue management program to reduce the impact of excessive screen time, ensuring specialists stay sharp and make accurate decisions. By balancing workloads and introducing science-based wellness programs, we helped drive greater accuracy and higher performance.

Results

92% Fleet Response Correctness
vs ≥90% target

99% Collision Alarm Response
For 3 months vs ≥90% target

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 fast-growing sectors, including social media, e-commerce, gaming, streaming media, food delivery and ride-sharing, technology, financial services, and healthcare. As of December 31, 2024, TaskUs had a worldwide headcount of approximately 59,000 people across 28 locations in 12 countries, including the United States, the Philippines and India.

For more information, please visit:
www.taskus.com/services/autonomous-vehicle-operations/