



We helped Sid's Farm automate delivery partner operations in under 30 days.



Location: Hyderabad



Industry: Dairy



Revenue: ₹100cr - ₹500cr

Sid's Farm had built a large, distributed last-mile delivery operation with more than 500 active delivery partners across multiple cities.

As the delivery network grew, the operational processes supporting it had not kept pace.

Payroll calculations were handled through spreadsheets. Distance and incentive data had to be tracked manually. Leave and advance requests moved through calls and WhatsApp, while

grievances and workforce issues lacked a centralized system.

The result was an operation that could support growth only through increasing amounts of manual coordination.

Challenges

Managing 500+ delivery partners was becoming a daily reconciliation exercise.

Several critical workforce processes were fragmented across spreadsheets, messages, manual approvals, and operational teams.

- Payroll was manual
Calculating partner earnings and preparing payroll required significant spreadsheet-based effort, creating delays and increasing the possibility of errors.
- Distance and incentives were difficult to manage
Delivery partner distance and incentive calculations did not have a centralized operational workflow.
- Approvals happened over calls and WhatsApp
Leave requests, advance salary requests, and other approvals depended on people coordinating across multiple channels.
- Grievances lacked visibility
There was no centralized way for management to track workforce issues and their resolution.
- Finance depended heavily on operations
Reconciliation required finance teams to work with operational data collected and maintained manually.

The problem was bigger than payroll. Sid's Farm needed a system that could connect the entire delivery-partner lifecycle.

Solution

A centralized delivery partner management platform built on ERPNext HRMS.

Hopnet implemented a customized HRMS-based workforce operations platform to replace spreadsheets, WhatsApp coordination, and manual approval processes. The implementation brought workforce management, payroll, approvals, and reporting into one connected system.

- **Centralized workforce management:** Delivery partner information and operational workflows were brought into a single system. This created a structured view of the workforce instead of maintaining information across different spreadsheets and communication channels.

- **Automated attendance and payroll:** Attendance data from biometric devices at dark stores could be synchronized with the ERP system. Payroll workflows were then automated around this data, including salary-slip generation and the processing of partner-related payroll activities. According to Hopnet's implementation summary, payroll processing was reduced from several days to a few hours.
- **Delivery partner mobile application:** A custom React-based mobile application gave delivery partners access to operational functions directly from their phones. The application included capabilities such as:
 - **Distance tracking**
 - **Leave requests**
 - **Advance salary requests**
 - **Earnings visibility**This reduced dependence on calls and informal communication for routine workforce processes.
- **Incentive and earnings workflows:** Distance and incentive-related information was brought into structured digital workflows. Instead of manually reconciling multiple sources, the system created a more consistent operational basis for calculating and reviewing partner earnings.
- **Approval workflows:** Leave, advances, bonuses, and other workforce requests were moved into centralized approval workflows. This gave operations and finance teams a common process instead of relying on individual follow-ups through WhatsApp and phone calls.
- **Route and hierarchy management:** Custom modules were used to manage delivery routes and team hierarchies, allowing the system to reflect the way Sid's Farm's last-mile operation was organized.
- **Reporting and operational alerts:** The platform provided real-time reporting to stakeholders and alerts around issues such as attendance anomalies and delivery-partner shortages at dark stores. This gave leadership greater visibility into workforce availability and operational exceptions.

Outcomes

- **500+ delivery partners on one operational platform**
Sid's Farm moved the management of its large delivery partner network onto a centralized system rather than relying on fragmented operational processes.
- **Under 30 days to full deployment**
The complete system was deployed in under 30 days, allowing Sid's Farm to address its

operational bottlenecks without a long implementation cycle.

- **Payroll cycle reduced from days to hours**

Automating attendance and payroll workflows reduced payroll processing time from several days to a few hours.

- **Centralized approvals**

Leave, advances, bonuses, and other workforce processes moved into structured workflows, reducing manual coordination between operations and finance.

- **Real-time workforce visibility**

Leadership gained a centralized view of workforce activity, attendance issues, and partner availability across the operation.

What changed for Sid's Farm

The biggest change was the shift from managing delivery partners through coordination to managing them through a system.

Instead of relying on spreadsheets for payroll, WhatsApp for approvals, and manual reconciliation for operational data, Sid's Farm established one connected workflow for its delivery workforce.

That meant routine requests could move through defined processes, payroll could be processed faster, and leadership could see workforce information without waiting for multiple teams to consolidate it.

Scaling the last mile without scaling the paperwork

A 500+ delivery-partner operation generates a constant stream of attendance, distance, incentive, payroll, leave, and operational data.

When those processes are fragmented, every increase in delivery volume adds administrative overhead.

Sid's Farm replaced that model with a centralized workforce operations platform that could support the scale of its delivery network without adding the same level of manual coordination.