



# DELIVERECT: THE KEY SOLUTION BEHIND ON SPOT'S DARK STORES

PORTUGAL

## CHALLENGE

Initially launched as a brand activation agency, On Spot transformed its business model to operate dark stores throughout Portugal. Starting as a distribution point for Unilever ice cream, they quickly expanded to 28 delivery points nationwide and partnered with over 45 brands.

This rapid growth, however, brought about logistical and organizational challenges. Managing multiple brands and delivery points through three leading platforms (Bolt Food, Uber Eats, and others) presented difficulties in streamlining operations, including:

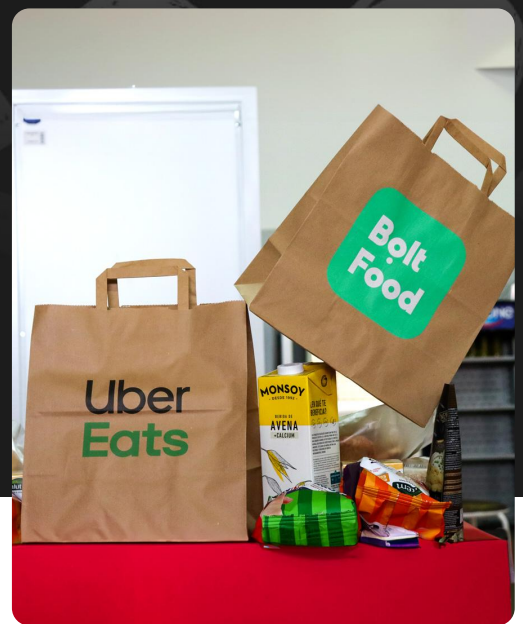
- Handling multiple tablets
- Updating and managing menus
- Coordinating product updates across different platforms
- Logistics coordination

## SOLUTION

On Spot's integration with Deliverect brought significant improvements. Firstly, it reduced the number of tablets, enhancing staff efficiency and optimizing the workspace. Moreover, it standardized order visuals, previously varied, simplifying task management and boosting staff performance.

## RESULTS

- Centralised dashboard for delivery management..
- Substantial decrease in operational mistakes.
- Increased staff performance.
- Improved insight into aggregator metrics,



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“Deliverect has greatly simplified our operation.”

SÉRGIO SANTOS, DIRECTOR OF SALES OPERATIONS AT ON SPOT.

## INTEGRATIONS USED

**Bolt**

Uber Eats

## ABOUT ON SPOT

On Spot has evolved from a brand activation agency to a network of 32 dark stores across Portugal featuring over 400 products. They manage 4,000+ orders monthly in locations like Alvalade in Lisbon, with plans to venture into dark kitchens and elevate the grocery sector.

## BOOK YOUR GUIDED DEMO

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