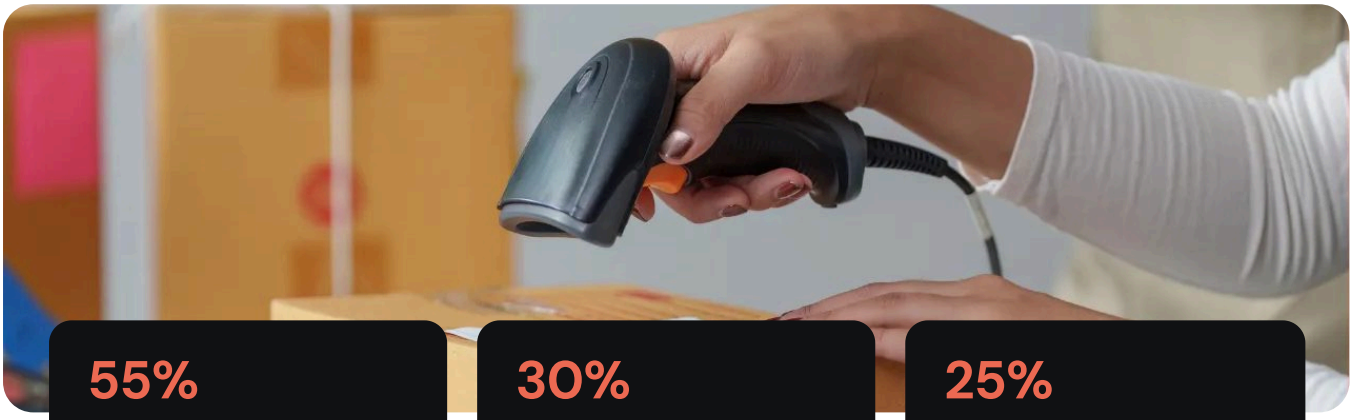
Retail & E-commerce | Global

An e-commerce company cut manual task allocation by 55% with tracked work orders

A nationwide e-commerce company replaced manual work order creation and assignment with one tracked queue, so every task across its operations has an owner, a status and a measured completion time.



55% reduction in manual task allocation effort

30% increase in visibility into work order status

25% increase in team productivity

AT A GLANCE

INDUSTRY
E-commerce and online retail

SIZE
Large

COVERAGE
Nationwide operations

PREVIOUSLY
Manual work order creation and tracking

FEATURES USED
Work | Insight

01 The client

The client is a large e-commerce company with operations across the country.

Its teams handle a steady flow of tasks tied to order processing, inventory, quality checks and returns. Each depends on the right person picking up the work quickly and on managers seeing where it stands.

02 The challenge

Work orders were created, assigned and tracked by hand. That caused bottlenecks, mistakes and delays, and managers had no current view of what was done and what was stuck.

- Tasks across order processing, inventory, quality checks and returns were hard to coordinate.
- Manual creation and assignment of work orders took time and caused errors.
- No current view of work order status.
- Teams switched between tools to share updates.

03 What they set up in Asset Infinity

The company moved work order management into Asset Infinity's Work feature, configured for its own e-commerce processes.

Work

Work orders in one queue

Tasks are created as work orders with a type, location and priority, replacing manual lists and messages.

Work

Assignment by skill and location

Each work order goes to a team member with the right skills at the right site, who is notified on the mobile app.

Work

Messages on the job

Teams share updates in messages on the work order itself, so the conversation stays with the task.

Insight

KPI dashboards

Dashboards track completion time, team efficiency and open work, so managers spot bottlenecks and act early.

04 How it works day to day

Here is how a task moves through the operation now.

TEAM LEAD

Creates the work order

A task such as a quality check or a returns issue is raised as a work order with its location and priority.

DISPATCHER

Assigns it

The dispatcher assigns the work order to a team member with the right skills at that site.

SYSTEM

Notifies the assignee

The team member is notified on the mobile app with everything needed to start.

TEAM MEMBER

Updates progress

Status, notes and photos are added as the work moves, and questions are answered in messages on the work order.

SYSTEM

Flags what is stuck

Work that waits too long triggers reminders and escalation, so bottlenecks surface early.

OPERATIONS MANAGER

Reviews the KPIs

Dashboards show completion time, team efficiency and open work by site and team.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Creating tasks	Manual, with errors	Work orders with type, location and priority
Assigning work	Manual allocation	By skill and site, 55% less effort
Status	Not visible	Tracked on every work order
Team communication	Spread across tools	Messages on the work order
Bottlenecks	Found late	Flagged by reminders and dashboards
Fulfillment accuracy	Hurt by delays and mistakes	15% better

06 How it rolled out

1

Workflows assessed. The client and the Asset Infinity team reviewed work order processes specific to e-commerce.

2

Configured to their process. Work order types, team skills, locations and KPIs were set up to match the client's operations.

3

Teams moved over. Managers and team members began creating, assigning and closing work in one system.

07 The results

20% increase in overall operational efficiency

15% improvement in order fulfillment accuracy

- Managers find and clear bottlenecks earlier.
- Higher customer satisfaction from more accurate fulfillment.

08 Why it worked

One queue for all work

Order processing, quality and returns tasks share one system, so managers see the whole workload at once.

Updates where the work is

Messages and status live on the work order, which ended the switching between tools.

Measured from the start

Completion times are recorded for every task, so improvements can be seen and repeated.

09 Looking ahead

With every task in one tracked queue, the e-commerce company assigns work faster, sees where it stands and fixes bottlenecks before they delay customer orders.

Completion times and team workloads are now measured, which gives managers the data to keep improving how work is shared across the operation.

See it on your own assets

A 30-minute demo, set up for an e-commerce or operations team.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial