

CASE STUDY

Transforming the Food On-Demand Industry with Enterprise Mobility



OVERVIEW

As a global food delivery leader, DoorDash needed an enterprise mobility solution to streamline operations and meet the demands of its fast-paced, expanding logistics ecosystem globally.

KEY HIGHLIGHTS

60% Savings on total cost of ownership.

90 Days ability to launch into new markets.



New merchants are live and taking orders online within 24 hours.

PARTNERS

Android  T-MOBILE FOR BUSINESS  Qualcomm

NEXA

NEXA (formerly Social Mobile) is the leading provider of enterprise mobility solutions. We are an IoT design firm that specializes in developing custom devices for the world's biggest companies. As one of Google's validated Android Enterprise Gold partners, we handle every aspect of our clients' mobility needs.

[Watch the DoorDash case study.](#)

CHALLENGE

DoorDash faced mobility challenges balancing efficiency, performance, and cost across complex operations. Consumer-grade tablets went end-of-life every 12 months and new devices needed constant recertification. Continued annual revalidation and support for multiple models and SKUs per market added complexity and cost. Device failures in harsh kitchen environments caused costly repairs and merchant downtime, demonstrating the need for a more reliable solution.

SOLUTION

NEXA partnered with DoorDash to design and develop the **DoorDash Merchant Tablet**, and a tailored end-to-end enterprise mobility solution built to optimize their operations.

Custom Hardware:

- Rugged 8" tablet with durability for kitchen environments.
- 5-year availability to extend product lifecycle.
- Certified globally for seamless worldwide deployment.

Streamlined Deployment:

- Secured and managed with Android Enterprise.
- Pre-configured with Android Zero-Touch for easy setup.
- Mambo EMM platform for centralized device management.

Improved Efficiency:

- Expand into new markets within 90 days using one global SKU.
- Streamlined fulfillment process enabled same-day device shipping.
- Reduced device repair rates and downtime.

CONCLUSION

Partnering with **NEXA** and leveraging Android Enterprise, DoorDash accelerated time to market by 70%, reduced costs, and improved operational reliability with the DoorDash Merchant Tablet.

DoorDash Merchant Tablet and complete enterprise mobility solution

