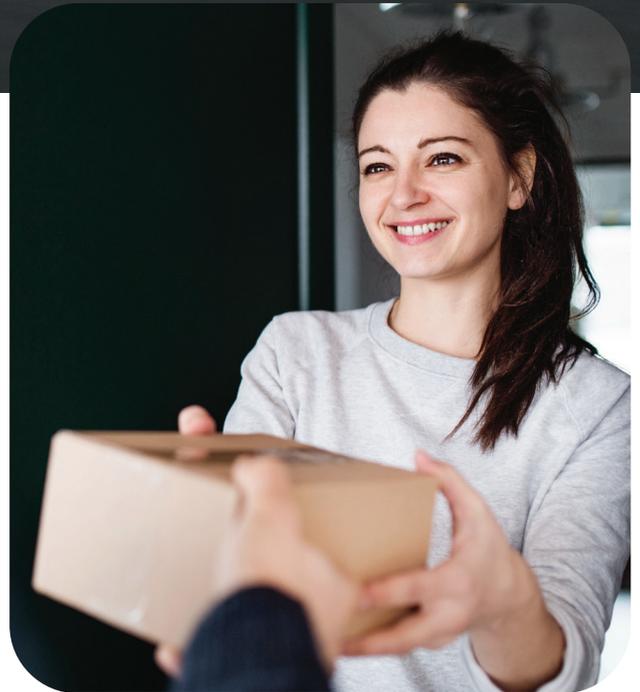


CouriersPlease's Digital Transformation Journey with FarEye

CASE STUDY

Background

CouriersPlease, a leading parcel delivery service in Australia has embarked on a digital transformation journey through its "Digital Futures" program. The program aims to leverage innovative technology to enhance logistics operations, reduce delivery costs, and increase efficiency and reliability. As part of this initiative, CouriersPlease selected FarEye, to power its new Customer Business Portal. This portal will serve as a self-service platform for merchants, enabling smoother delivery execution, better order visibility, increased delivery capacity, & ultimately creating new revenue opportunities for the company.



Challenge

CouriersPlease faced several challenges that necessitated its digital transformation. As a leading parcel delivery service in Australia, it operates across a vast geographical landscape and handles millions of parcels each year. The company's primary challenge was to streamline and optimize its logistics operations to meet the increasing demand and expectations of customers and merchants.



Shipper Onboarding: CouriersPlease needed an efficient and user-friendly solution to onboard more shippers seamlessly onto their platform. Traditional methods of onboarding were time-consuming and lacked the agility required to support the growing merchant network.



Delivery Visibility and Predictability: Shippers and their customers require real-time visibility into the status of their deliveries. Ensuring complete transparency throughout the delivery journey is crucial for customer satisfaction and operational efficiency.

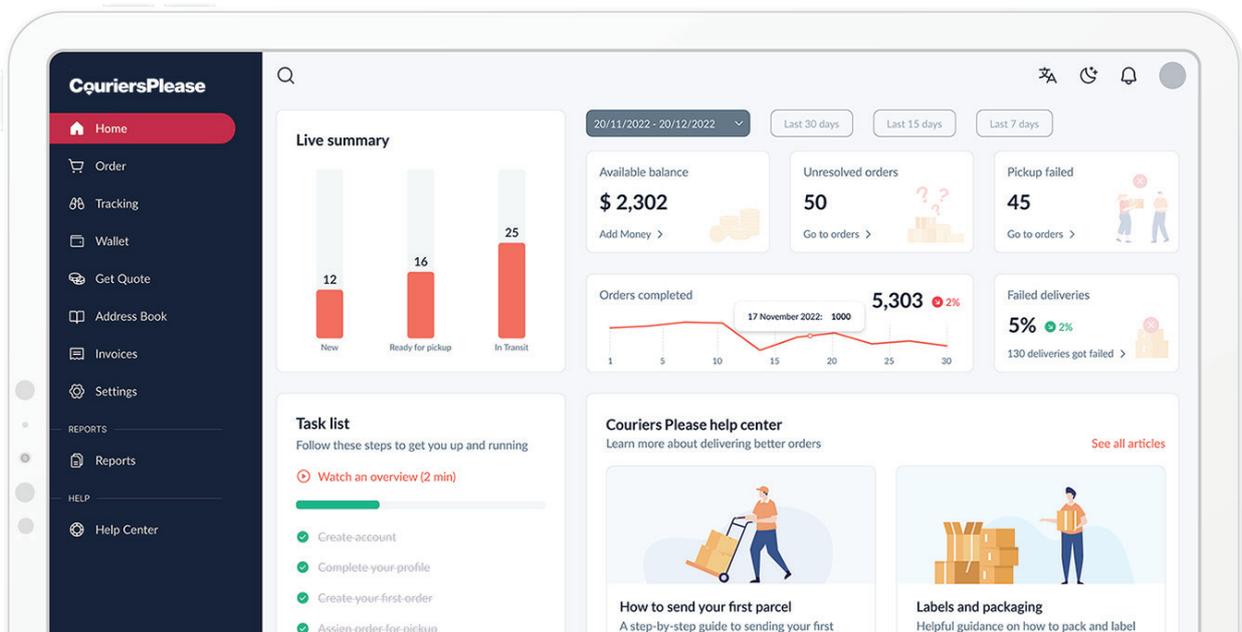


Delivery Efficiency and Reliability: CouriersPlease aimed to improve delivery efficiency and reliability, leading to on-time deliveries, reduced cost-per-delivery, and higher customer satisfaction. Achieving these key performance indicators (KPIs) was essential for the company's future growth and success.

Solutions

FarEye's Grow powers CouriersPlease's new Customer Business Portal.

The portal manages and support deliveries directly through its courier network, underscored by FarEye's technology to orchestrate deliveries via CP's merchant network. With FarEye, CP customers - across small and mid-sized businesses - will be able to book orders for delivery directly, and be able to see delivery statuses throughout the last-mile delivery process. The self-service portal will also provide features like address verification to improve first delivery attempts, as well as label generation, rate availability, and track and trace for seamless, efficient deliveries. Once deployed, the goal of the portal will be to expand to 3,500 merchants shipping 12 million parcels in the first year.



First Choice for Last Mile

How FarEye Can Help You

FarEye's Delivery Management platform turns deliveries into a competitive advantage. Retail, e-commerce and third-party logistics companies use FarEye's unique combination of orchestration, real-time visibility, and branded customer experiences to simplify complex last-mile delivery logistics. The FarEye platform allows businesses to increase consumer loyalty and satisfaction, reduce costs and improve operational efficiencies. FarEye has 150+ customers across 30 countries and five offices globally. FarEye, First Choice for Last Mile.