



50%

Reduction

In carrier implementation costs using Scurri solutions.

100%

Ease of integration

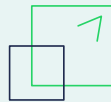
Integrations with new carriers can happen very fast, without any hiccups, in record time.

24/7

Insights

More insight on where and when packages would be delivered.

Delivering control for Everything5Pounds



Controlling growth

Everything5Pounds can take advantage of international opportunities with a clear and quick path to integrate new shippers.



Controlling experience

Scurri's clear reporting, tracking visibility and speed helped reduce customer service volumes as well as improving customer satisfaction.



Controlling costs

The delivery cost savings that result from using the Scurri platform flow directly to the bottom line.

"Everything5Pounds has two main marketing tools - customer satisfaction and word of mouth. Working with Scurri means we can deliver on these two vital marketing levers."

Robert Kulawik, COO - Everything5Pounds

Case study overview

The company recognised that there was a significant opportunity to extent their proposition to markets in Eastern Europe and the Balkans. However, it couldn't take advantage as its existing delivery infrastructure did not offer a clear and quick path to integrating with new shippers. The business also lacked the insight to improve the customer experience, and thereby reduce customer service volumes.

Using the full suite of Scurri solutions, Everything5Pounds has reduced its costs, integrated with carriers of all sizes across the UK and Europe as well as executing on its customer satisfaction and word of mouth expectations.



"Scurri put in the effort to integrate specific carriers just for us. We discovered how straightforward international logistics expansion could be because Scurri believed in our vision, and importantly, supported us on the delivery."

Solution overview



A more extensive range of carriers, all managed through a single API, removed friction, and offered customers a greater choice of delivery services. Scurri's clear reporting, tracking visibility and speed put the company in control of a reliable and scalable cross-border customer experience.



"Our trust in Scurri means that we can deliver on our customer service promise internationally through the full suite of product features on offer."

Robert Kulawik, COO
Everything5Pounds



Company Story

Everything5Pounds started in 2010 and is an incredibly successful fast-fashion eCommerce business. The company sells seven to eight million items each year to customers in numerous countries right across Europe.

E5P is a pure direct to consumer eCommerce site with a clearance model that delivers cheap fashion for shoppers by buying stock that would otherwise have been burnt or turned into landfill. The business buys in bulk from other fashion retailers and wholesalers and sees itself as the solution to the headache that many fashion sellers have – what to do with stock that they cannot sell. E5P procures stock, buys it upfront and sells it online.

Scurri solution

E5P started working with Scurri to solve their shipping and delivery issues both in the UK and new markets. E5P discovered

how much more straightforward international logistics expansion could be because Scurri were able to integrate with any form of carriers at a much faster pace. E5P estimates that they saved at least 50% of carrier implementation costs working with Scurri compared to dealing with their existing tech.

The intangible side of working with Scurri was the ease of integration. Scurri's clear reporting, tracking visibility and speed helped reduce customer service volumes as well as improving customer satisfaction because customers knew when and where parcels were going to arrive.

The second growth trajectory for E5P will be to tap into even more international markets. Scurri will play a central role in helping the company expand. With the ability to seamlessly add more carriers and deal with new delivery requirements, the opportunities will continue to grow.



Key results and savings

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Scurri delivery management software: Built for control, scaled for growth



Control costs

- ✓ Fully configurable automation
- ✓ Tailor carrier selection in a sophisticated way
- ✓ Faster labelling process saves time



Control issues

- ✓ Automated labelling system with pre-approval
- ✓ Issues and inconsistencies are identified early on
- ✓ Ongoing monitoring for constant optimisation



Control your operations

- ✓ Automated carrier and service selection
- ✓ Uniquely configurable rules
- ✓ Leading monitoring and tracking capabilities



Control growth

- ✓ Complimentary growth capabilities
- ✓ Enterprise scale for all your delivery processes
- ✓ International reach and cross-border capability



Control your offer

- ✓ Simple and automated service offers
- ✓ No-code rules engine
- ✓ Customised checkout options



Control experience

- ✓ Dramatically enhance your customer experience
- ✓ Category-leading customer service
- ✓ Industry-leading NPS and CSAT scores

Talk to us today to take control of your delivery management.

BOOK A CONSULTATION

