

Streamlined delivery operations leading to profitable growth



400%

Increase
in orders with no disruption to delivery

95%

Reduction
in time spent processing orders

4.6

Trustpilot Rating
with 90% of positive reviews citing speed of delivery

Delivering control for eCigarette with Scurri Connect



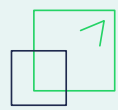
Controlling operations

Scurri Connect automates the entire shipping process, from label generation to final delivery.



Controlling costs

By minimising manual processing, Scurri Connect significantly lowers labour expenses.



Controlling growth

Scurri Connect empowers eCigarette to scale seamlessly while upholding its reputation for fast, reliable delivery.

Scurri's technology has allowed us to streamline operations, eliminating the need for additional headcount and reducing API maintenance costs.

Alex Pescar Jr, Head of Operations, eCigarette

From a Personal Mission to an Industry Leader

Founded in 2009, eCigarette was born from its founder's commitment to quitting traditional smoking. With a mission to support others in finding alternatives to traditional smoking, the company has since become Ireland's leading seller of vaping products. Beyond its strong domestic presence, eCigarette also serves wholesale clients across Europe, earning a reputation for reliability and outstanding customer service.



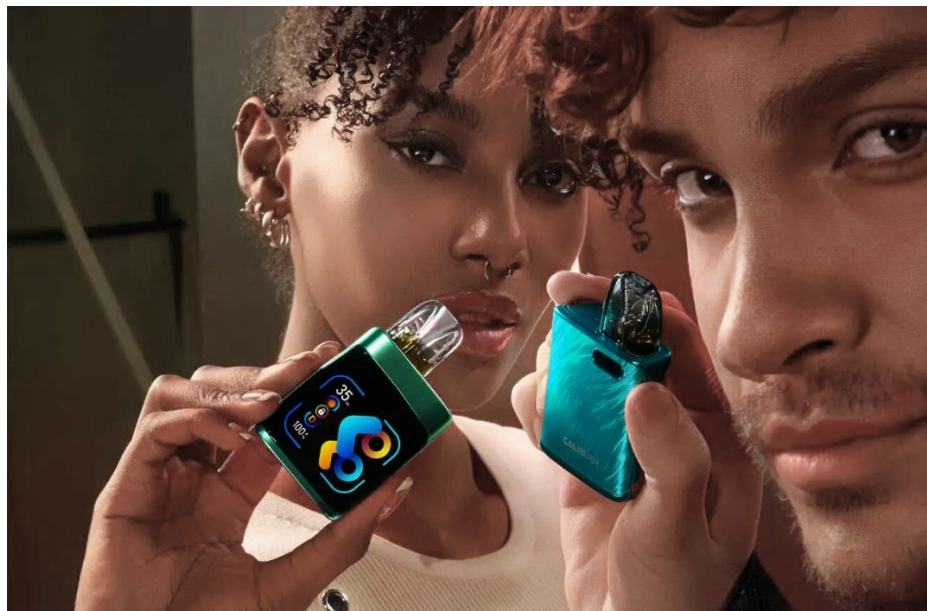
"With Scurri, order processing now takes less than five minutes daily - a 95% reduction."

Alex Pescar Jr, Head of Operations, eCigarette

A seamless onboarding experience



"Onboarding with Scurri was seamless, transparent, and straightforward. The integrations were easy to set up, and the Scurri team demonstrated exceptional expertise."



Transitioning from Manual Fulfillment to Automation

Originally a small family business, eCigarette experienced rapid expansion, particularly during the pandemic. As order volumes surged, the company recognised the need for a robust delivery management solution to sustain its growth efficiently.

"Prior to working with Scurri, we were weighed down by manual processes," said Alex Pescar Jr, Head of Operations at eCigarette.

"Scurri helped us streamline everything from label generation to shipping and delivery. In recent years we've seen a 400% growth in orders and Scurri has helped us to scale while keeping operations efficient."

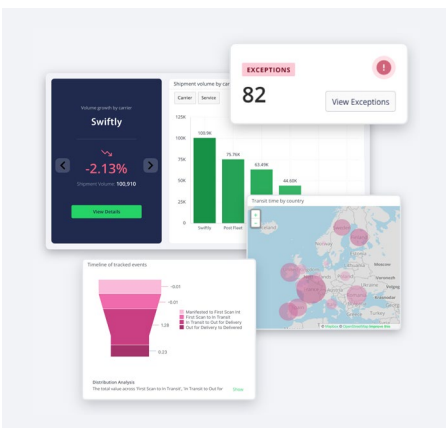
Alex Pescar Jr, Head of Operations, eCigarette

Achieving Key Performance Indicators

"Even after onboarding, support queries and updates were handled flawlessly. Scurri's commitment to customer service and unrivalled knowledge of delivery operations helps us consistently achieve our key performance indicators. The three biggest benefits we've seen are increased efficiency, scalability, and exceptional customer support."

Crucial to Scurri's ability to provide this industry-leading level of support is a commitment to understanding eCigarette's annual objectives and ongoing performance. This involves being available to support and optimise delivery as needed - an approach that is reflected in Scurri's industry leading CSAT and NPS scores.

A major focus for eCigarette was ensuring seamless integration with all order platforms, including Shopify and its



"The Scurri reporting dashboards provide a bird's-eye view of our delivery operations, allowing us to visualise courier splits and analyse domestic versus international shipments with ease."

Alex Pescar Jr, Head of Operations, eCigarette





ERP system. "Scurri delivered on this priority, enabling smoother logistics management."

Reducing Order Processing Time by 95%

Before Scurri, manual tasks such as publishing tracking numbers to customer orders were time-consuming and inefficient. Scurri automated these processes, improving transparency and significantly reducing customer support queries.

"By reducing time spent on label printing, we've been able to focus more on quality control. Previously, manual processes took at least two hours per day. With Scurri, order processing now takes less than five minutes daily - a 95% reduction."

Industry-Leading Trustpilot Score

A core value of eCirette is trust, and being able to deliver on the promise of an excellent service. This is reflected in eCirette's large amount of repeat customers and industry-leading Trustpilot rating of 4.6. Notably, 90% of recent customer reviews contain an unprompted focus on speed of delivery.

"Our consistently high rating and customer praise for delivery speed can be attributed in part to Scurri. Their platform has enhanced both delivery efficiency and post-purchase tracking, which customers value highly."

Alex Pescar Jr, Head of Operations, eCirette

Advanced Reporting for Greater Insights

"The Scurri reporting dashboards provide a bird's-eye view of our delivery operations, allowing us to visualise courier splits and analyse domestic versus international shipments with ease."

Driving Sustainability Initiatives

Scurri's multi-carrier integrations and precise last-mile delivery data have been instrumental in eCirette's sustainability efforts.

"Scurri works with environmentally conscious carriers, helping us reduce our carbon footprint. Their reporting dashboards also provide real-time delivery data, allowing us to reroute

shipments when necessary - preventing unnecessary returns to warehouses and further minimising waste."

Cost Savings & Operational Efficiency

"Scurri's technology has allowed us to streamline operations, eliminating the need for additional headcount and reducing API maintenance costs. These savings have been invaluable as we continue to scale our business in a lean, efficient manner."

Scurri: An Integral Part of eCirette's Future Growth

Despite achieving over 400% order growth in recent years, eCirette has ambitious plans for the future.

Looking ahead, eCirette's focus remains on product innovation, research, and securely scaling operations while strengthening its logistics foundation.

"Optimising logistics and supply chain processes remains a top priority, and Scurri will continue to play a crucial role in empowering us to deliver an industry-leading customer experience to our customers."

Alex Pescar Jr, Head of Operations, eCirette



Key results and savings

400%

Increase
in orders with no
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in time spent processing
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4.6

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Scurri Connect: 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.**

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New!

Scurri
Track Plus

Turn the post-purchase experience into
a marketing opportunity

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