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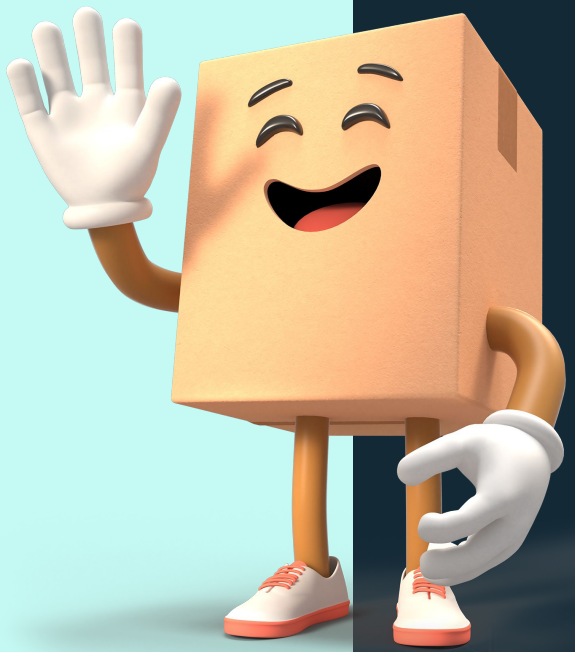
Shaping the Perfect Omnichannel Experience:

What carriers & retailers should do?

Flow

- ✓ Why Omni-Channel?
- ✓ Blockers to the perfect omni-channel experience
- ✓ A Framework for the Perfect Omni-channel experience
- ✓ How are we achieving the perfect Omni-channel experience
- ✓ Takeaways for Retailers
- ✓ Takeaways for Carriers



Store or Doorstep
It shouldn't matter

A Consistent Customer Experience Across Channels forms the PERFECT OMNI-CHANNEL EXPERIENCE

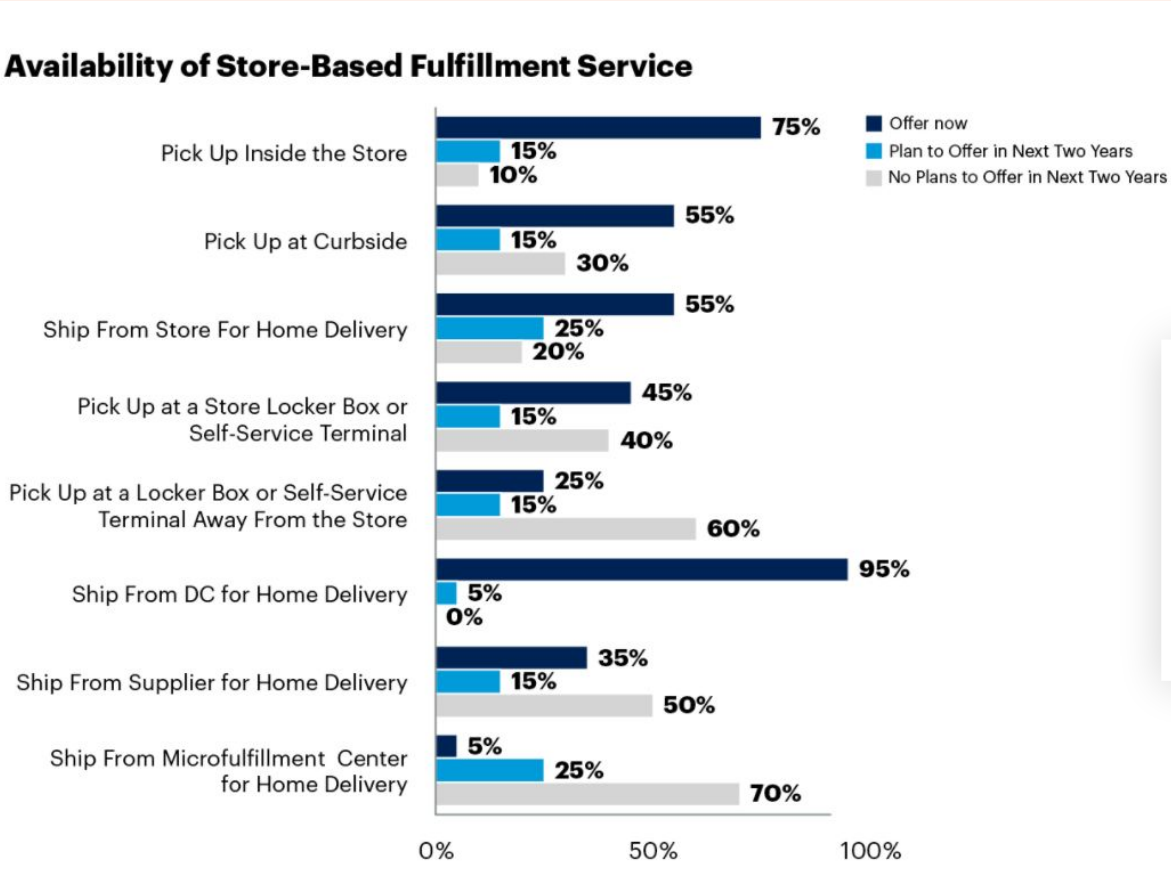
30%

Year-on-year
Revenue Growth

35%

Reduction in
Operational Costs

Sources: Elogi Delivery Statistics



Complex Fulfillment Flows

3 Factors

To Shape the Perfect Omni-channel Experience

Cost

Are you set up for passing on a cost benefit?

Convenience

Does your setup allow you to give multiple convenient options?

Loyalty

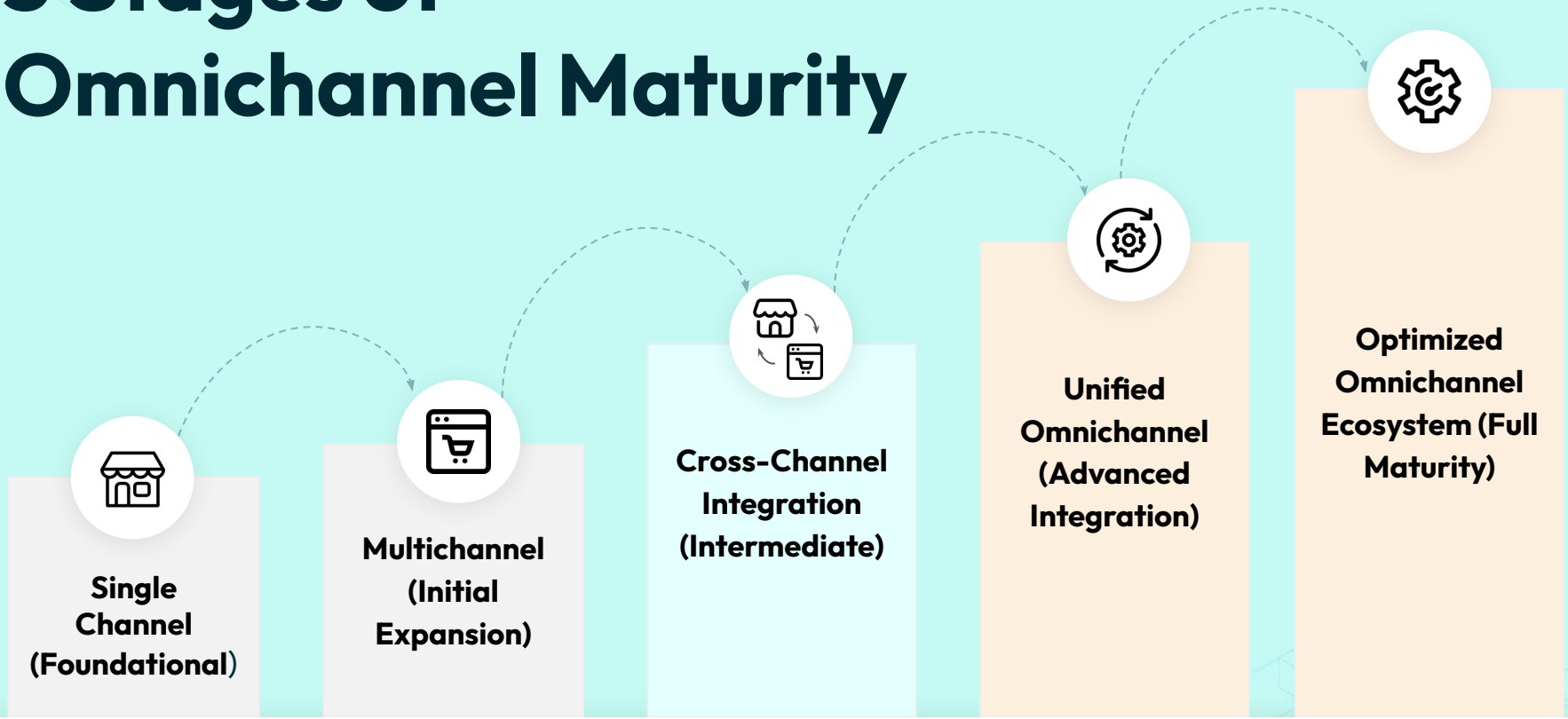
Are you setting up your brand for loyalty that sticks?

Hurdles And Blockers

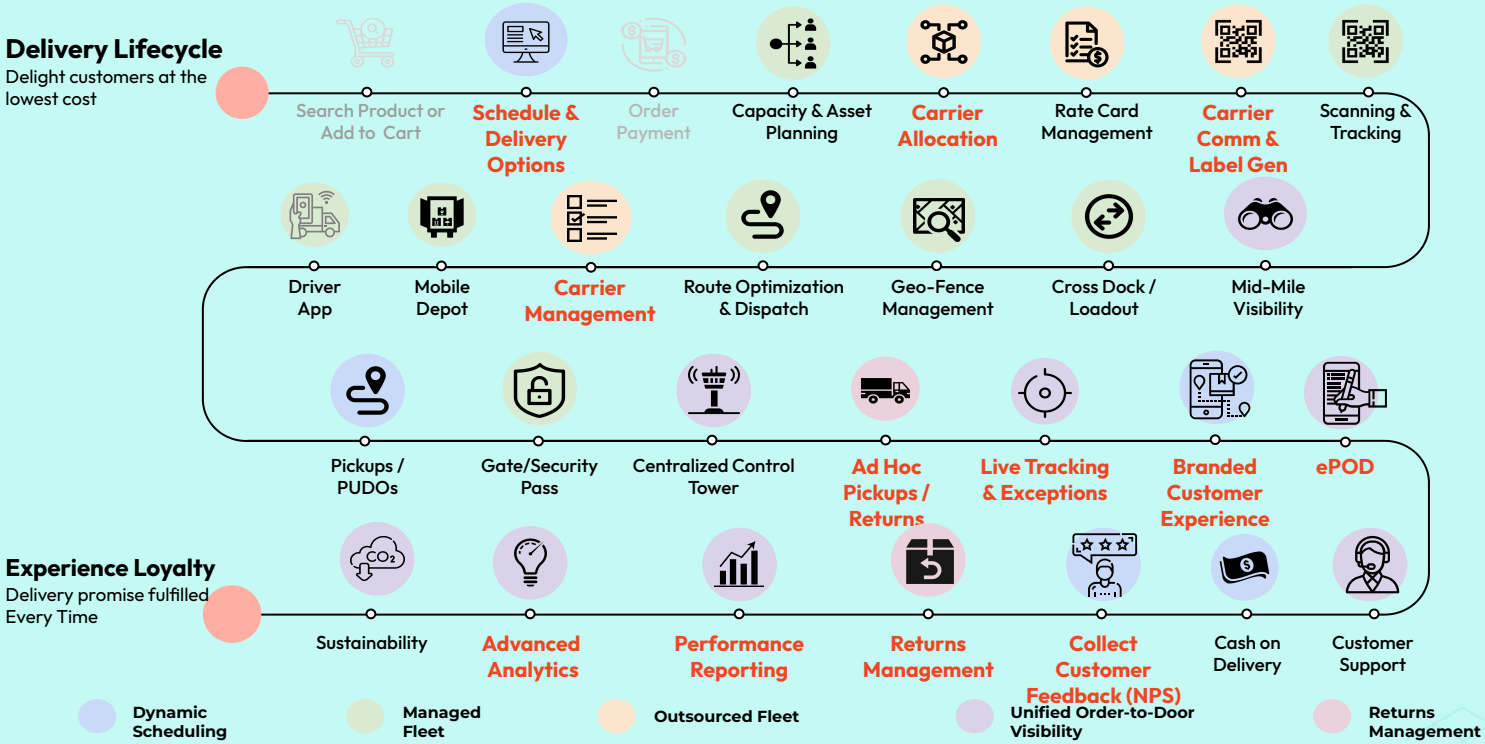
Here's what top brands are struggling with

- Inconsistent Customer Experience Across Channels
- Logistics and Fulfillment Challenges
- Supply Chain Visibility and Management
- High Costs and Resource Constraints

5 Stages of Omnichannel Maturity



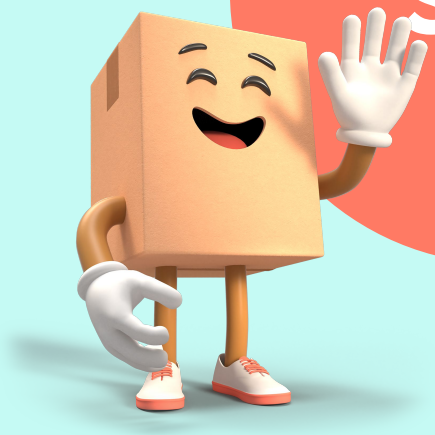
End to End Omnichannel Experience



Integrations:

- WMS Integration
- OMS Integration
- POS Integration
- ERP Integration
- CRM Integration
- Carrier Integration / Label Generation

SNEAK PEAK



Expand

Measure

Improve

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Expand

FarEye Delivery Partner Network

1,000+
Courier/Parcel/ Express Carriers

30k+
Long Haul Carriers

10 Million+
Average Parcels processed in a Month through FarEye

50+
Same Day/Next Day Carriers

30+
Big & Bulky, White glove Carriers

2 Mn+ Drivers
Through Delivery Service Partners

Ocean Carriers
110+

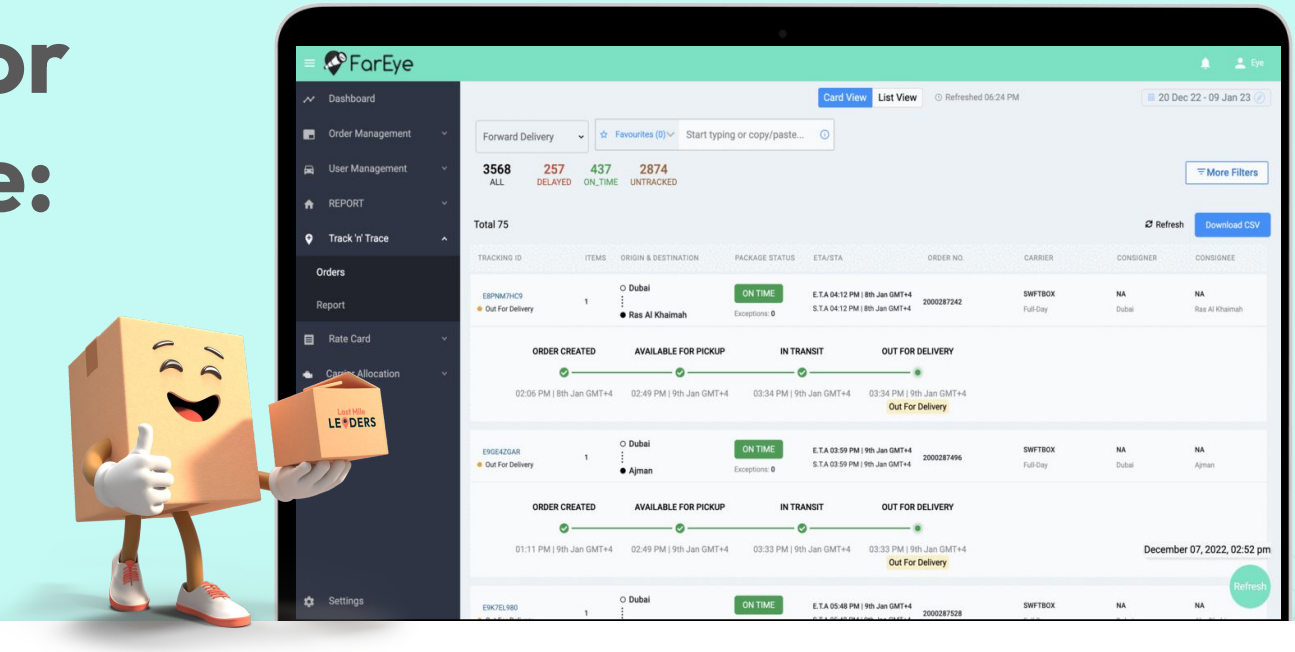
Rail Carriers
650+

Air Cargo Carriers
100+

Measure

Real-Time Insights for Every Mile:

Stay Ahead with Analyze



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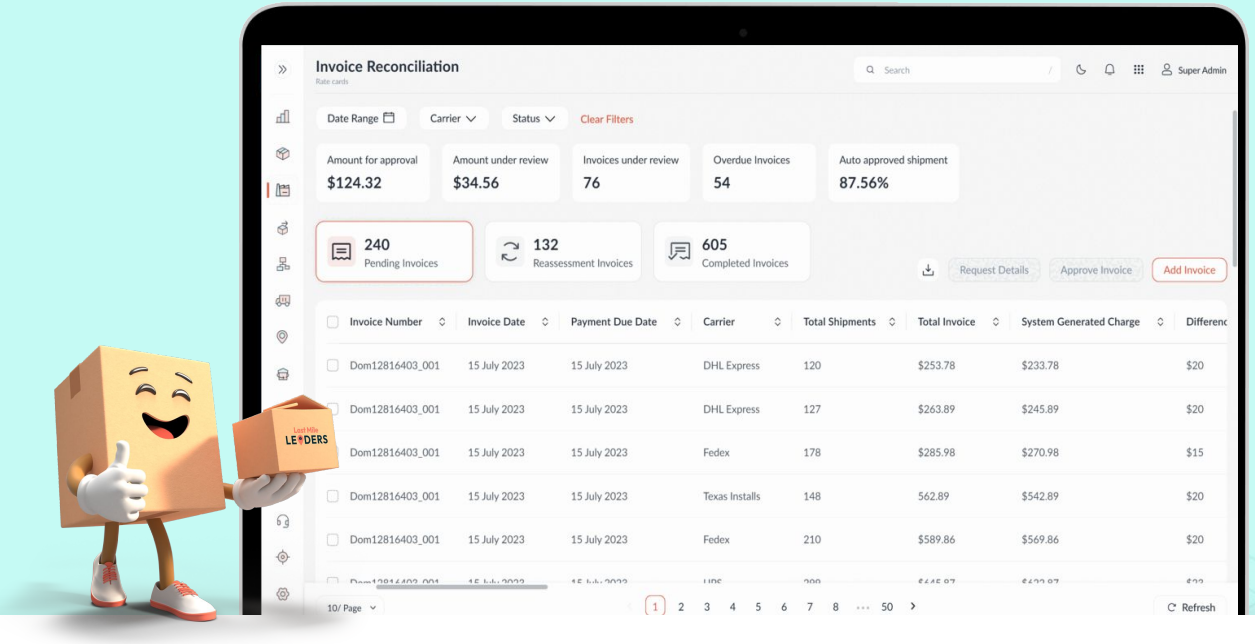
Measure

Optimize Spend, Reconcile Smarter:

Master Your Shipping Costs



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Improve

Dynamic Scheduling

Enhance delivery efficiency with dynamic, real-time carrier selection

Reverse & Return Management

Turn returns into opportunities by simplifying reverse logistics for customers

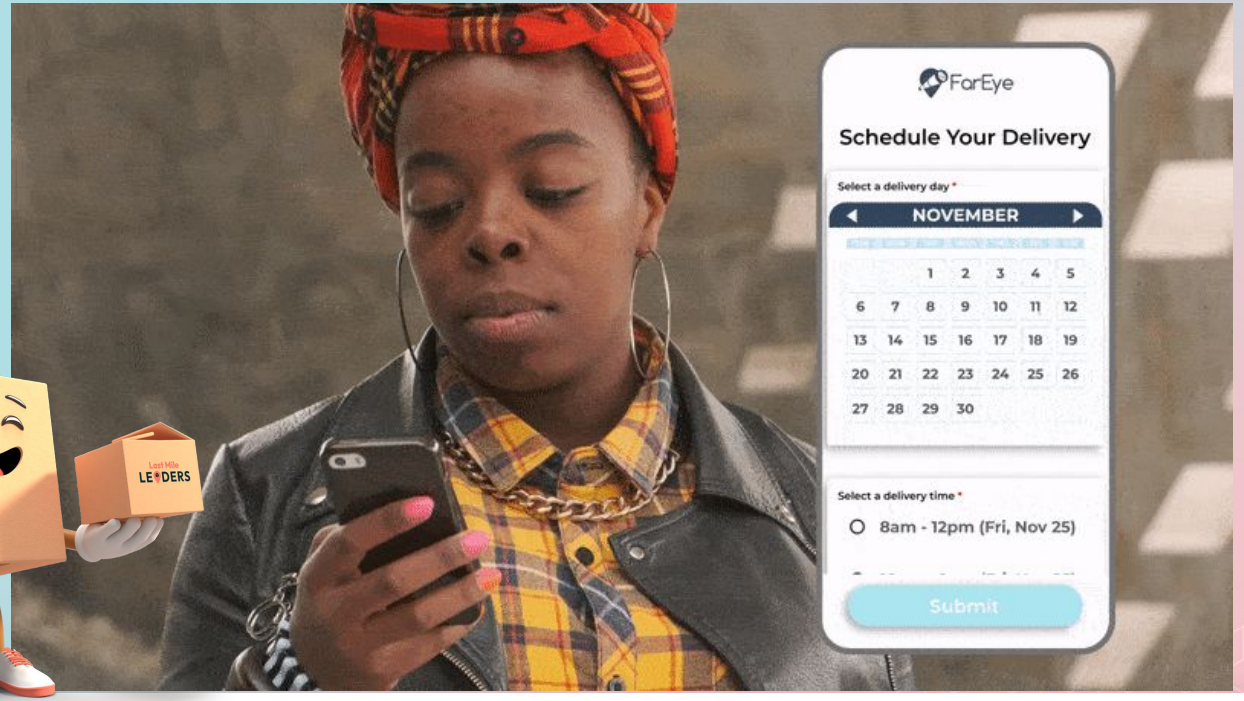
New Service Capabilities

Expand service offerings to meet evolving customer demands across channels

Improve

Dynamic Slot Scheduling

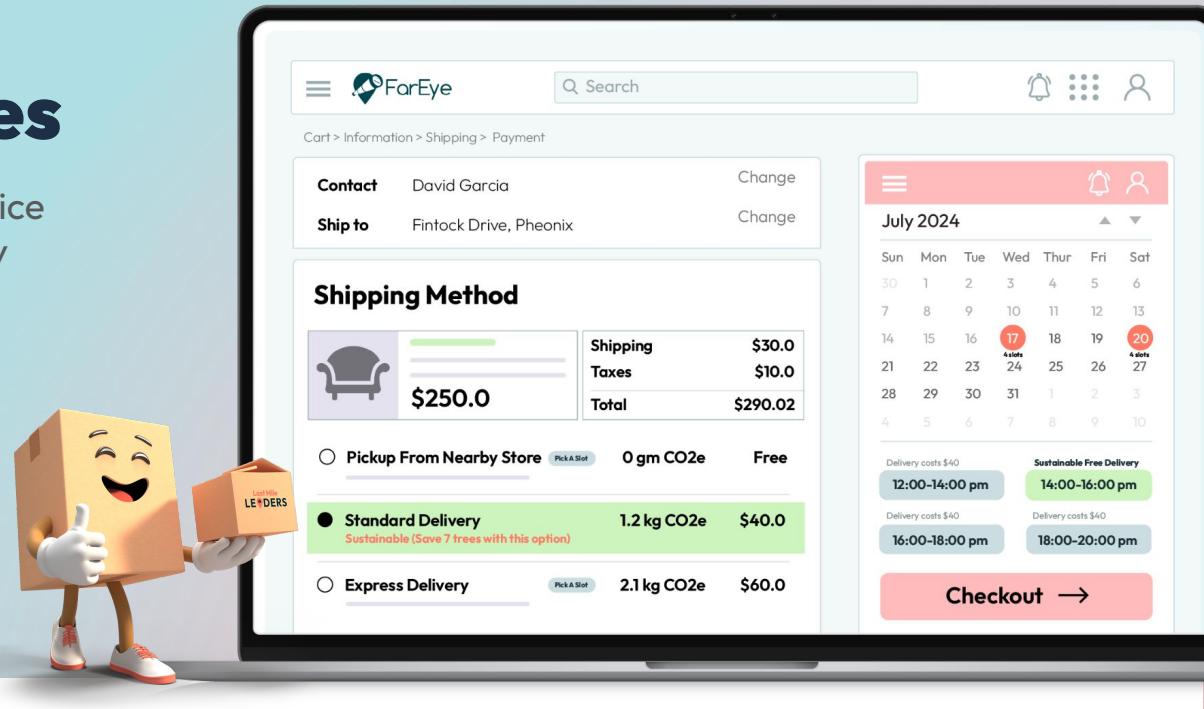
Seamless Delivery Scheduling Powered by Predictive Intelligence



Improve

Smart Checkout, Smarter Deliveries

Give Your Customers the Power of Choice with Advanced Scheduling and Delivery



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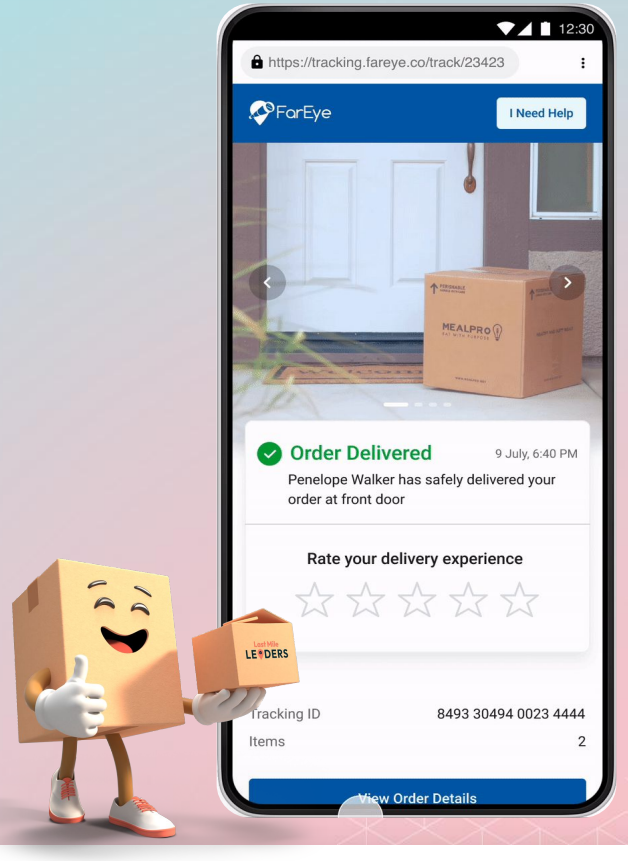
Improve

Elevate Your Brand with Every Delivery

Deliver More Than Products — Deliver Experiences

- Build customer loyalty with unmatched post-purchase customer experience via branded tracking
- Reduce Customer Acquisition Cost (CAC) and drive additional revenue with personalized experiences
- Increase Customer Lifetime Value (CLTV) with active and consistent engagement across channels



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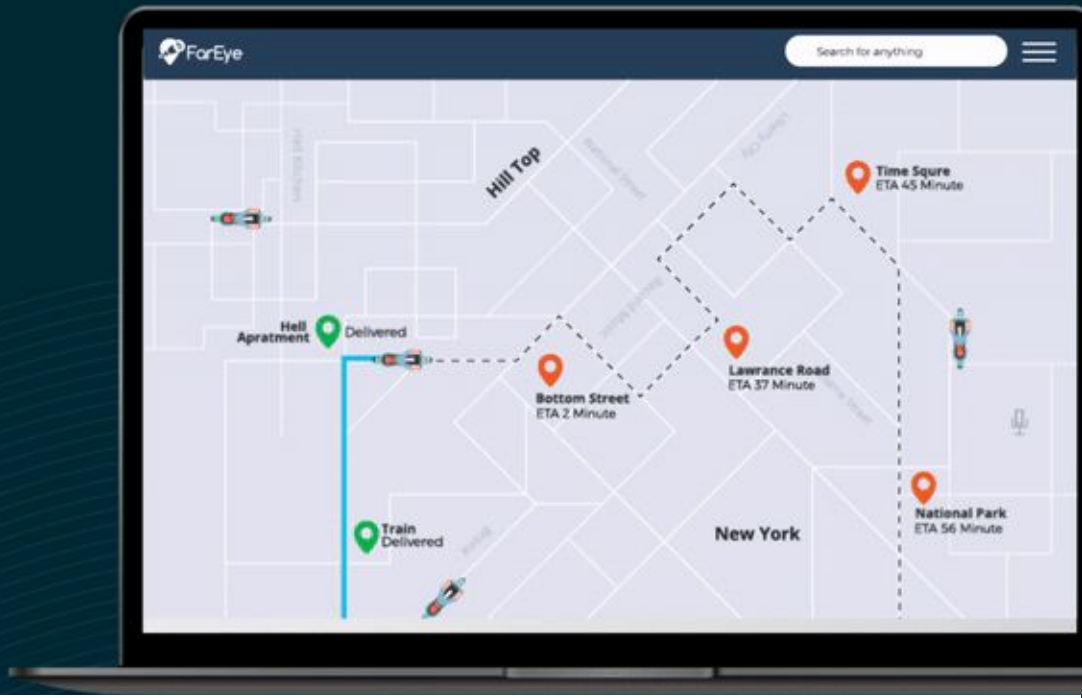
Improve

Real-Time Route Optimization for Instant Fulfillment

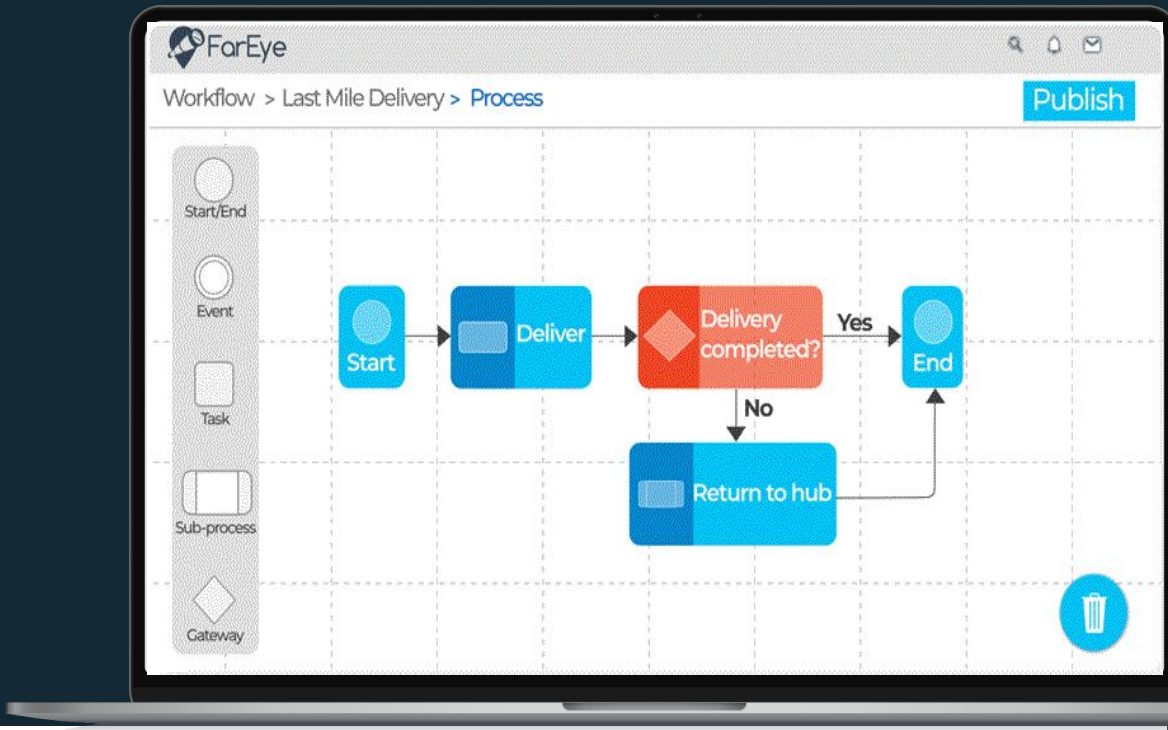
Achieve quicker, more precise deliveries with automated route planning



Improve

Power Your Execution with Dynamic Workflow Solutions

Create flexible workflows that adapt to every retailer's unique needs



3 Key Takeaways

Retailer

To Shape the Perfect Omni-channel Experience

- Pivot or Perish
- Convenience is not a Choice
- Measure what Matters

Loyalty

3 Key Takeaways

Carrier

To Shape the Perfect Omni-channel Experience

- Deliver Faster and Smarter
- Your Delivery, Your Way
- One System, Total Control

Most Preferred Service Provider

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