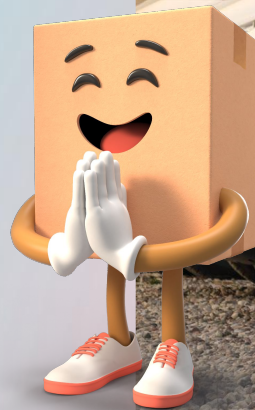


Last Mile
LEADERS

Hosted By  FarEye

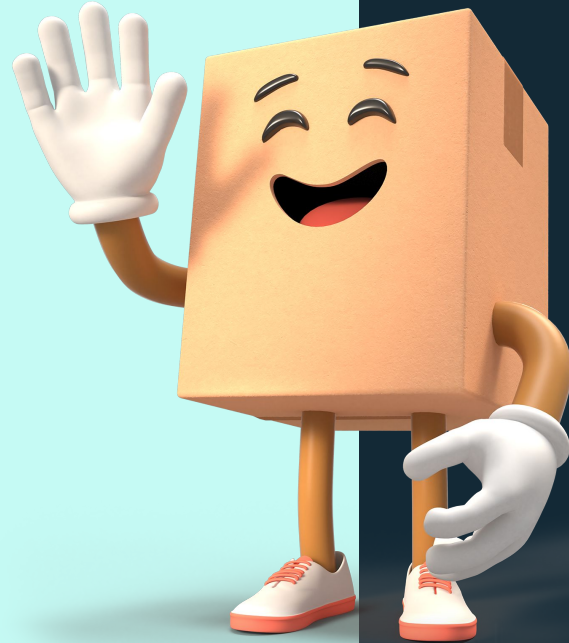
Shaping the Perfect Omnichannel Experience:

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

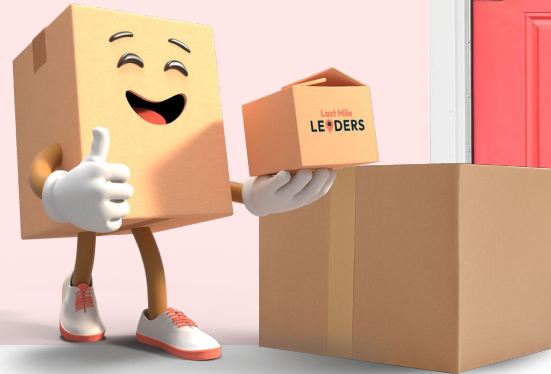
30%

Year-on-year
Revenue Growth

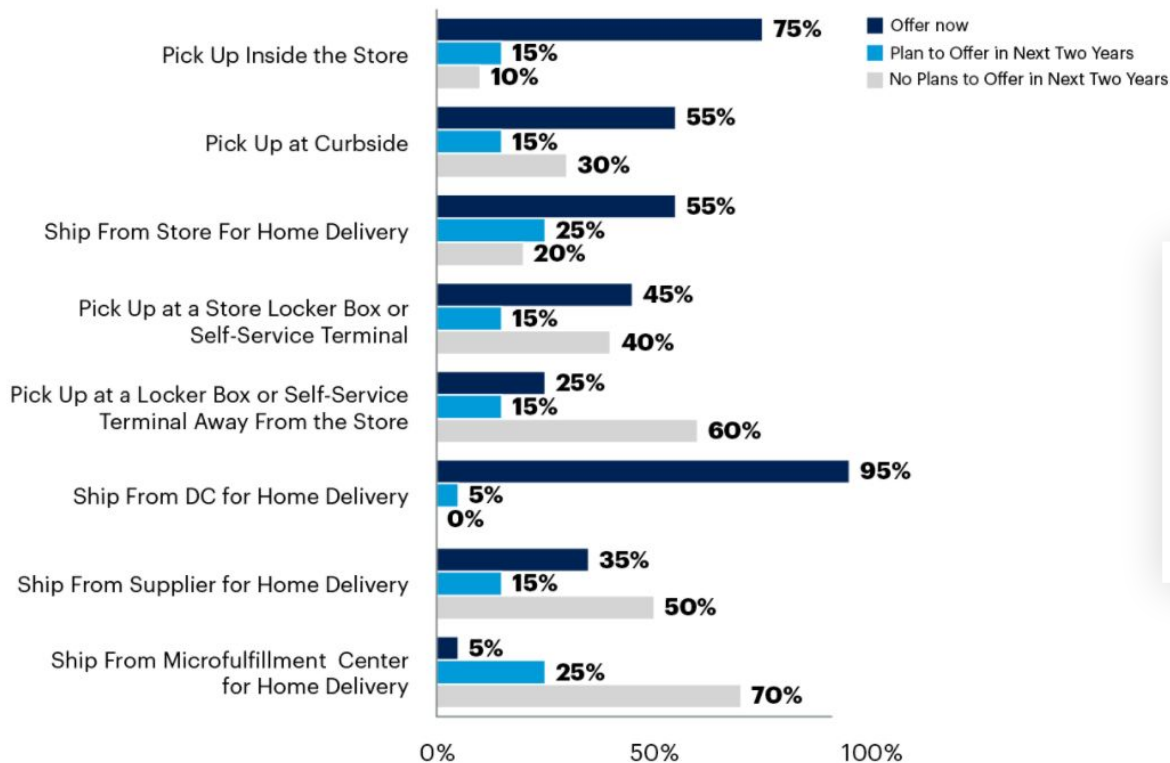
35%

Reduction in
Operational Costs

Sources: Elogi Delivery Statistics



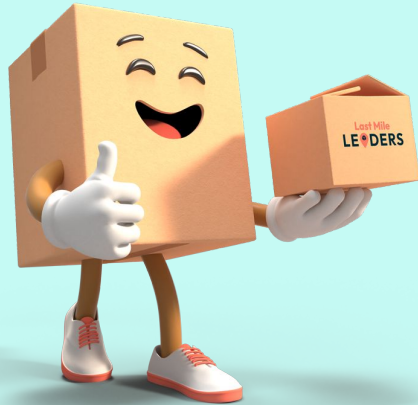
Availability of Store-Based Fulfillment Service



Complex Fulfillment Flows

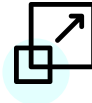
3 Factors

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?

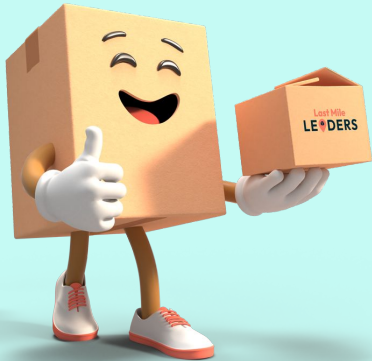


Loyalty

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**

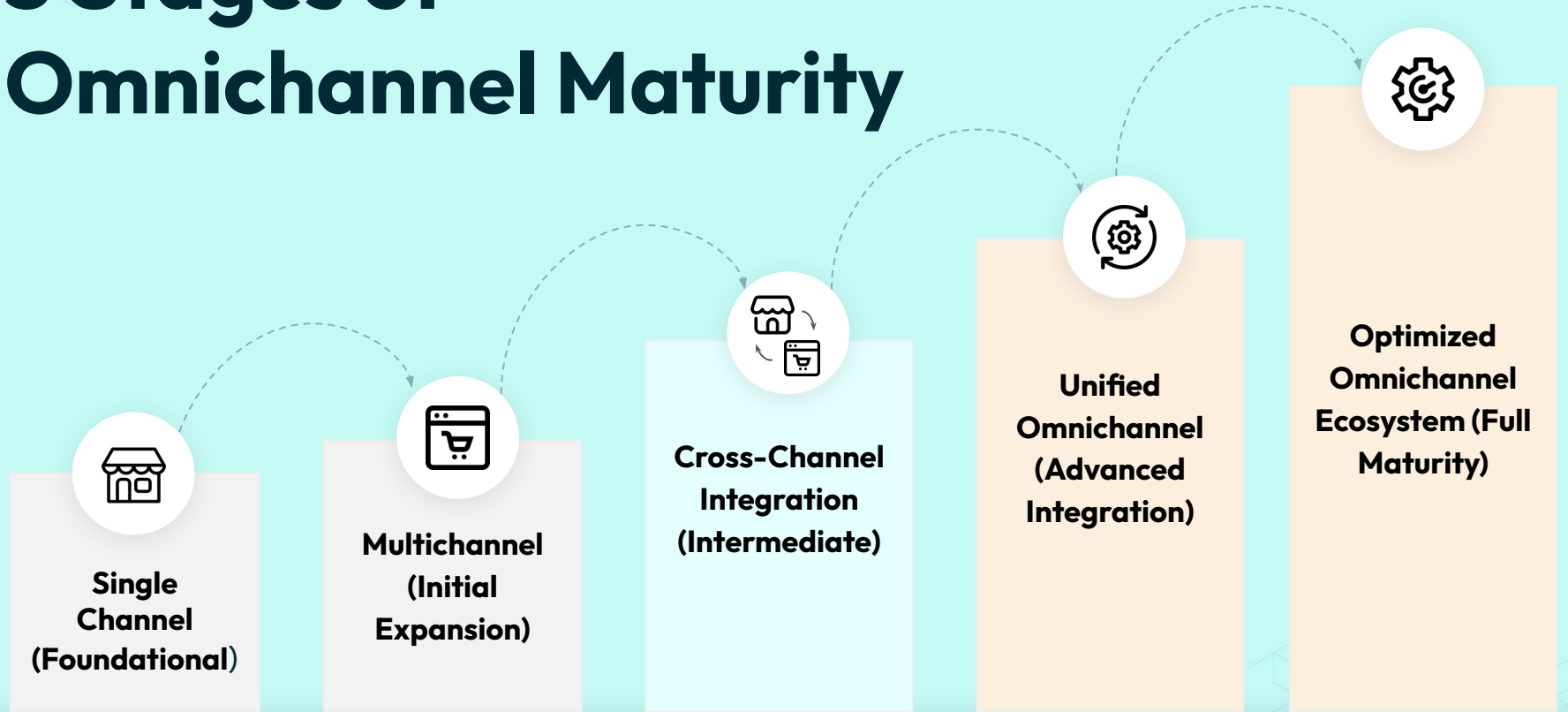


**Supply Chain Visibility and
Management**



**High Costs and Resource
Constraints**

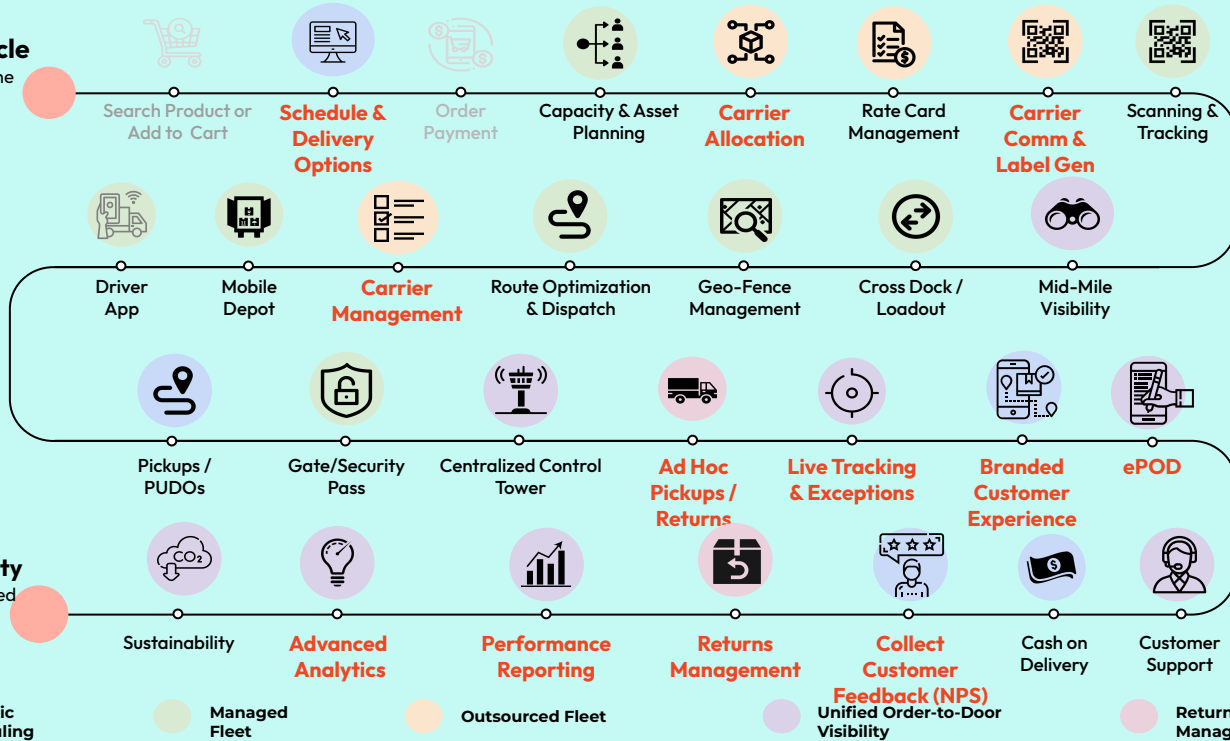
5 Stages of Omnichannel Maturity



End to End Omnichannel Experience

Delivery Lifecycle



Delight customers at the lowest cost



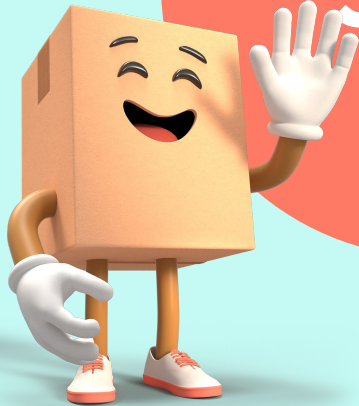
Experience Loyalty

Delivery promise fulfilled Every Time

Integrations:

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

SNEAK PEAK



Expand



Measure



Improve

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

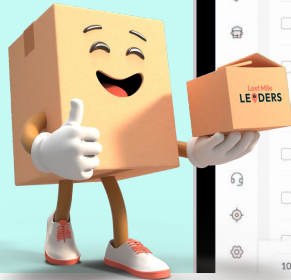


The screenshot displays the FarEye dashboard interface. At the top, there's a navigation menu with options like Dashboard, Order Management, User Management, and REPORT. The main content area shows a summary of delivery statistics: 3568 ALL, 257 DELAYED, 437 ON_TIME, and 2874 UNTRACKED. Below this, a table lists individual orders with columns for Tracking ID, Items, Origin & Destination, Package Status, ETA/STA, Order No., Carrier, Consignor, and Consignee. Each order entry includes a progress bar with stages: ORDER CREATED, AVAILABLE FOR PICKUP, IN TRANSIT, and OUT FOR DELIVERY. The first order (ESPMA7HC9) is from Dubai to Ras Al Khaimah, and the second (ESGACZAR) is from Dubai to Ajman. Both are marked as 'ON TIME'. A 'Refresh' button is visible in the bottom right corner of the dashboard area.

Measure

Optimize Spend, Reconcile Smarter:

Master Your Shipping Costs



Invoice Reconciliation

Rate cards

Search

Clear Filters

Amount for approval: \$124.32

Amount under review: \$34.56

Invoices under review: 76

Overdue Invoices: 54

Auto approved shipment: 87.56%

240 Pending Invoices

132 Reassessment Invoices

605 Completed Invoices

Request Details Approve Invoice Add Invoice

Invoice Number	Invoice Date	Payment Due Date	Carrier	Total Shipments	Total Invoice	System Generated Charge	Differenc
<input type="checkbox"/> Dom12816403_001	15 July 2023	15 July 2023	DHL Express	120	\$253.78	\$233.78	\$20
<input type="checkbox"/> Dom12816403_001	15 July 2023	15 July 2023	DHL Express	127	\$263.89	\$245.89	\$20
<input type="checkbox"/> Dom12816403_001	15 July 2023	15 July 2023	Fedex	178	\$285.98	\$270.98	\$15
<input type="checkbox"/> Dom12816403_001	15 July 2023	15 July 2023	Texas Installs	148	562.89	\$542.89	\$20
<input type="checkbox"/> Dom12816403_001	15 July 2023	15 July 2023	Fedex	210	\$589.86	\$569.86	\$20

10/ Page

1 2 3 4 5 6 7 8 ... 50 >

Refresh

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



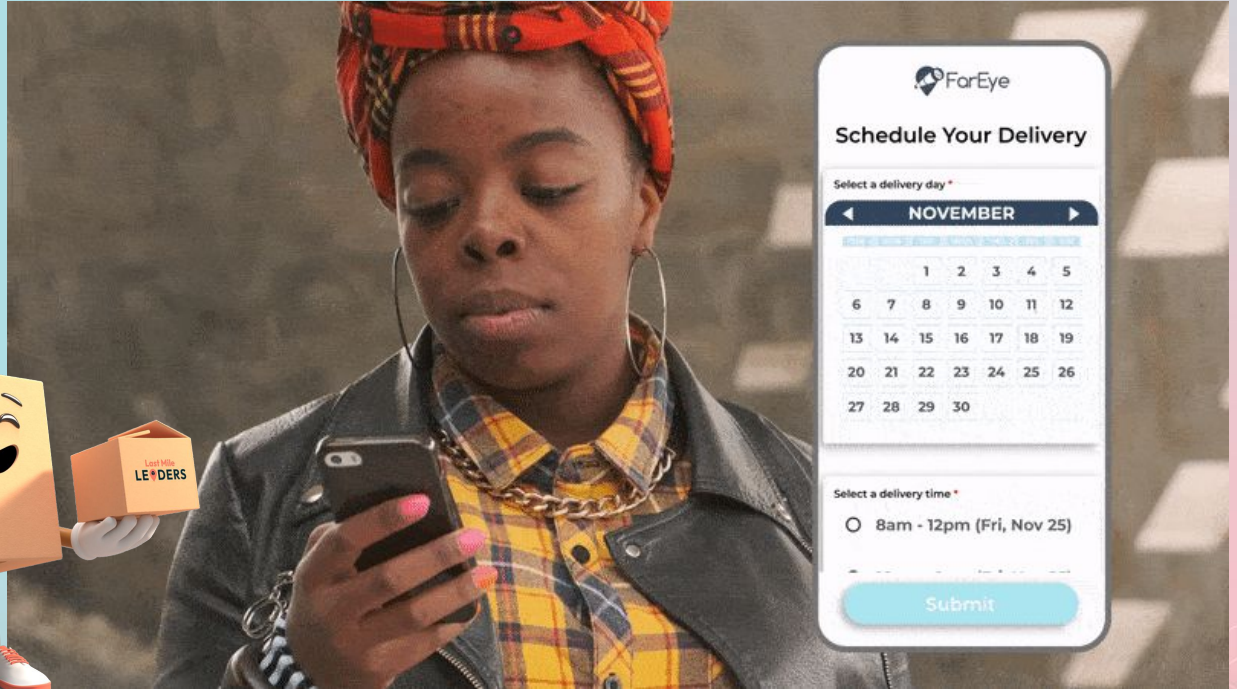
New Service Capabilities

Expand service offerings to meet evolving customer demands across channels

Improve

Dynamic Slot Scheduling

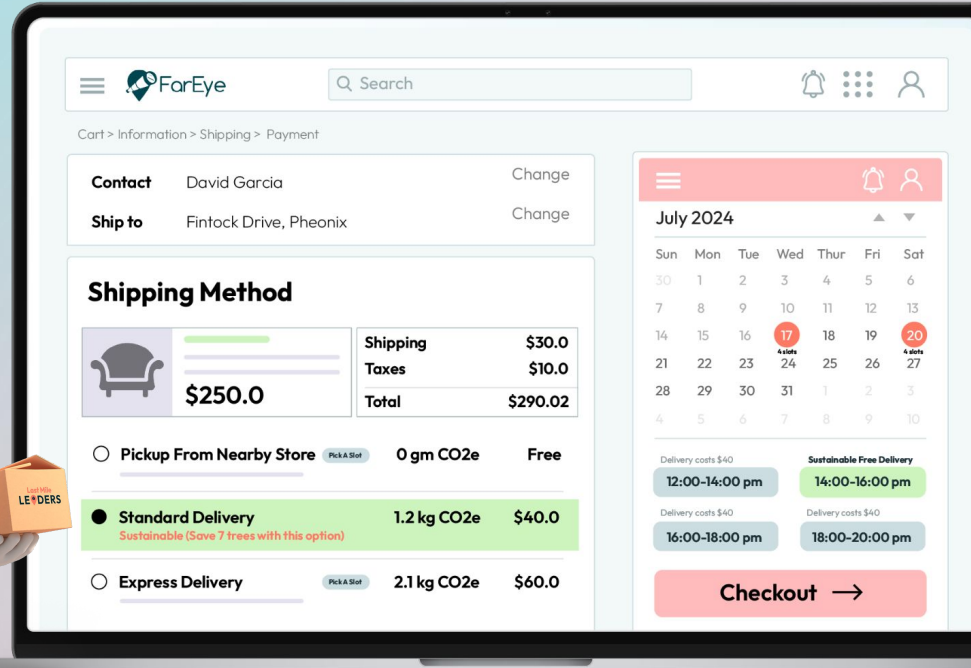
Seamless Delivery Scheduling
Powered by Predictive
Intelligence



Improve

Smart Checkout, Smarter Deliveries

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

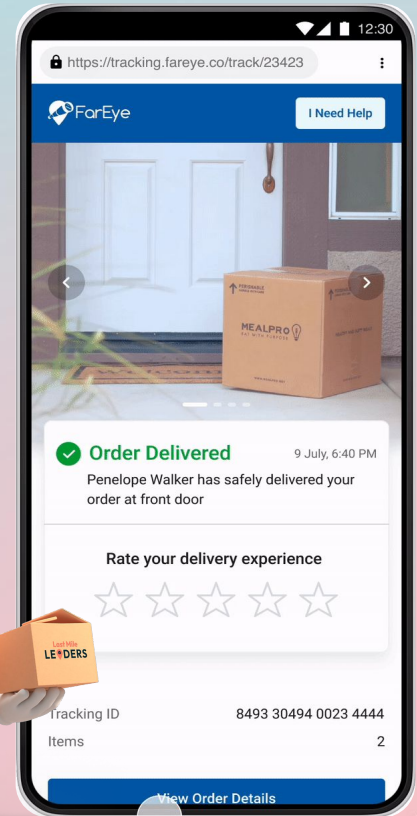


Improve

Elevate Your Brand with Every Delivery

Deliver More Than Products — Deliver Experiences

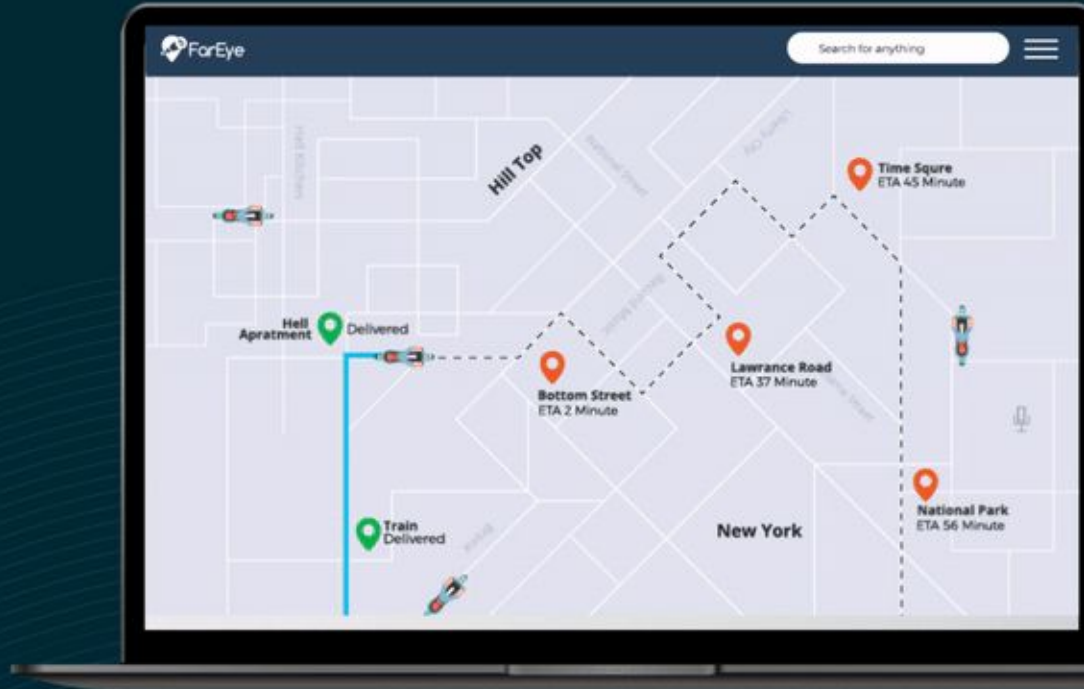
- Build customer loyalty with unmatched post-purchase customer experience via branded tracking
- Reduce Customer Acquisition Cost (CAC) and drive additional revenue with personalized experiences
- Increase Customer Lifetime Value (CLTV) with active and consistent engagement across channels



Improve

Real-Time Route Optimization for Instant Fulfillment

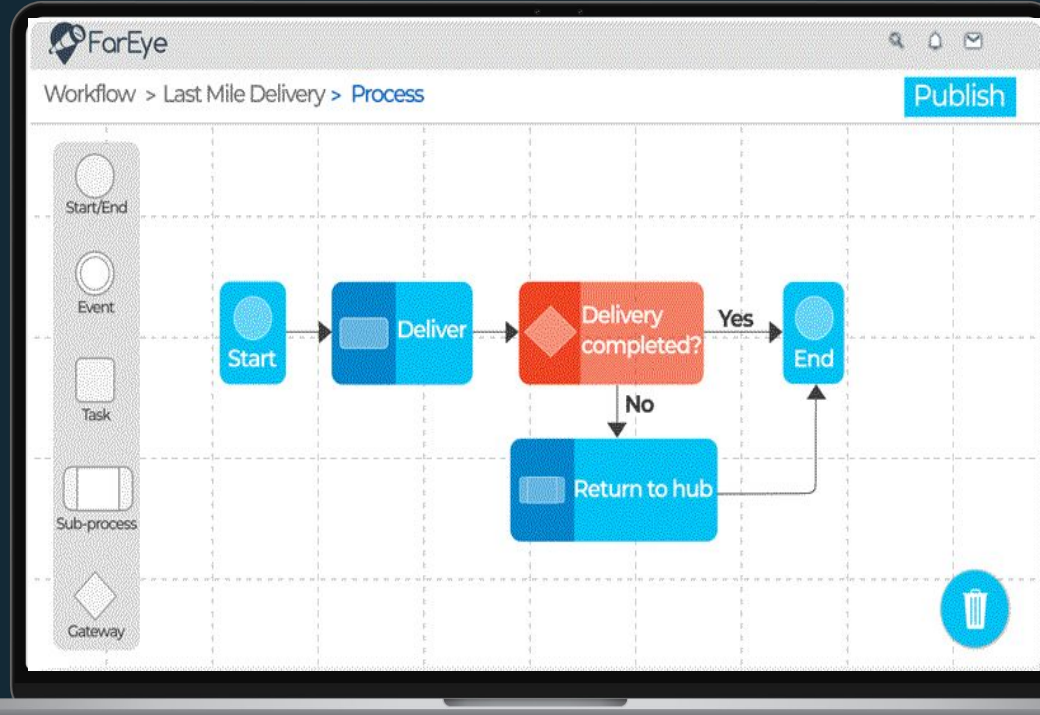
Achieve quicker, more precise deliveries with automated route planning



Improve

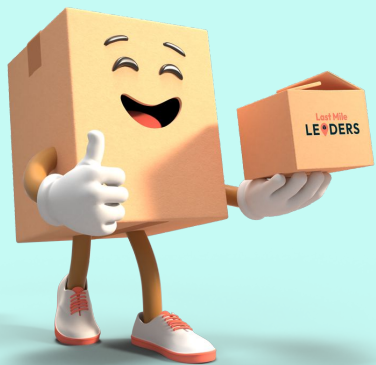
Power Your Execution with Dynamic Workflow Solutions

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**



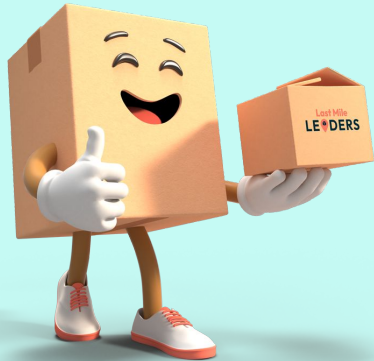
**Measure what
Matters**



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**

Last Mile
LEADERS

CONTACT US

