Trends in the Postal Sector

A new report by FarEye, a delivery experience platform, has revealed that 57% of retailers have outsourced their delivery networks over the past five years, but 84% of them believe they need more control over their outsourced delivery network

84% OF RETAILERS WANT MORE CONTROL OVER OUTSOURCED NETWORKS
says FarEye report

Below are some key findings in the report of FarEye:

- Only 27% of surveyed retailers use a single last-mile delivery platform, but 72% believe it would be extremely beneficial to merge all technology solutions into one platform
- Retailers' top two priorities are reducing delivery costs and increasing customer satisfaction
- The major contributors to high delivery costs are fuel, address location, labor and first delivery failure
- Retailers aim to improve their delivery success rate to nearly 70% by 2027

- Additionally, 78% of retailers are likely to change or buy a new last-mile delivery solution in the next one to two years, and 48% expect to buy a last-mile delivery platform in the next five years
- The report also found that retailers are planning to expand their carrier fleets to include electric vehicles, autonomous vehicles, and drones over the next five years.

The researchers concluded that although outsourced delivery networks offer lower costs, faster delivery, and increased capacity, they sacrifice control over order tracking and a branded consumer experience.

To read the full news, please refer to the below link:
https://www.parcelandpostaltechnologyinternational.com/analysis/more-than-80-of-retailers-seek-control-of-outsourced-delivery-networks.html

How to Achieve Superior Retail Last-mile Deliveries

Simultaneously reduce delivery costs while enhancing consumer experiences

FarEye

Last-Mile Delivery KPIs Retailers are Most Focused on Improving

Cost per delivery	Customer satisfaction	On-time delivery rate	Visibility and tracking	Average delivery time	Sustainability	Returns	Capacity utilization
55% (1)	53% (2)	45%	37%	36%	27%	25%	22%