

2020:

The rise of home delivery

INTERSOFT



Demand for eCommerce and home delivery skyrocketed in 2020, forced by a sudden change in consumer shopping behaviours. With online order volumes rapidly increasing, retailers needed to step up delivery and management systems to fulfil the demand for home delivery. **Our data shows:**

There was a
186%
increase in retail deliveries

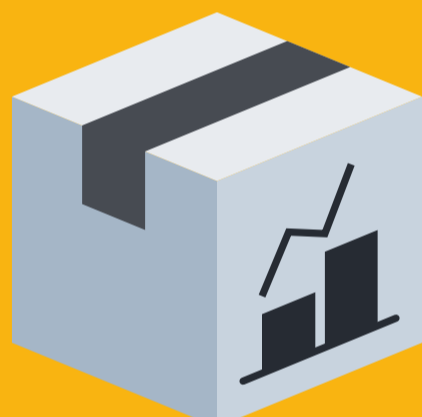
during April to August 2020, compared to the same period in 2019.



226%
more shipping labels produced in 2020 versus 2019.

Intersoft's Intelligent Shipper® delivery management software saw a
61% growth in the online retail segment

following March 2020's lockdown, highlighting the additional support the sector needed to fulfil home deliveries.



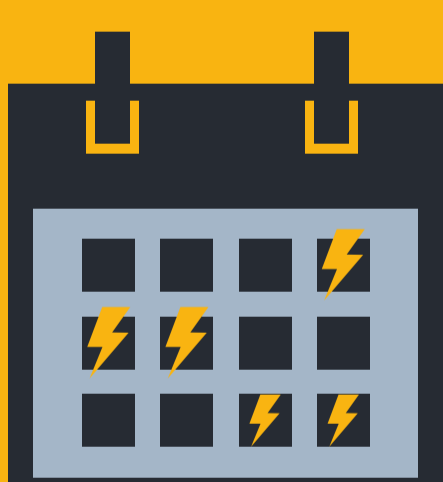
87% of Intersoft's customers saw rapid growth

in shipment volumes during 2020; retailers that could respond rapidly to the influx in online demand driven by Covid-19 showed significant growth in online order volumes.

Following lockdown, unfortunately

7.9%
of Intersoft's retail customers stopped shipping

temporarily or permanently.



From April to June 2020, shipping volumes were

37%
higher than the traditional Christmas Peak 2019.

60.4%
growth in retailers

embracing Intersoft's Intelligent Shipper® delivery management software (April to August 2020 versus the same period in 2019.)



Are you an online retailer – how did you weather the storm?

With no signs of online demand slowing and more shoppers than ever embracing eCommerce, retailers need the systems in place to efficiently fulfil their delivery promise. We provide our eCommerce customers with a range of flexible delivery management and returns solutions that simplify the shipment of goods from your store or warehouse, straight to the customer's door – and back again.

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Contact us to find out more.

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