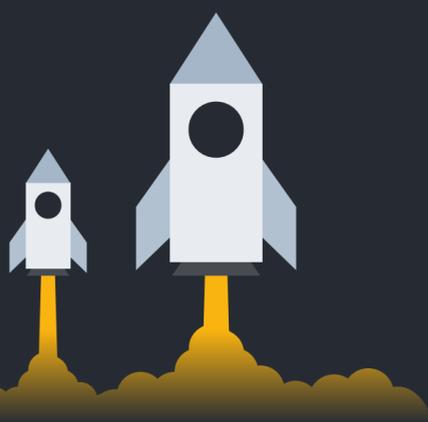


2022: Insights into eCommerce post-lockdown



INTERSOFT

As we live with Covid post-lockdown, eCommerce continues to grow in terms of size, frequency and services. Ongoing changes to customs regulations has made the need for accurate data even greater. And as returns grow faster than outbound shipping, retailers need to step up delivery and management systems to fulfil demands. **Our data shows:**



58% shipping growth

across all Intersoft's eCommerce customers – compared to 29% global growth year on year.

The shift to online shopping during the pandemic created a

151% year on year growth

since January 2019 (pre-pandemic) to December 2021.

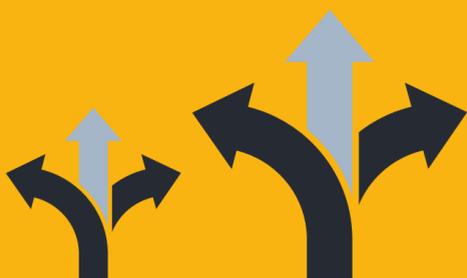


Intersoft's Intelligent Shipper®

delivery management software saw certain market sectors (including exercise, arts and crafts, and books) almost

tripling their shipments

during April 2020 to April 2021, highlighting consumer take-up of 'at home' activities.

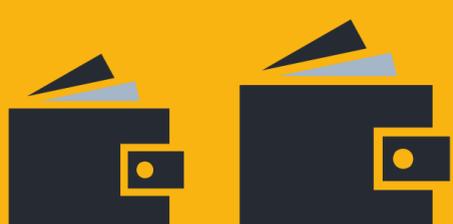


Overall, retailers enjoyed

57% growth in 2021

with many working alongside third parties to offer customers a wider choice of delivery services.

Third Party Logistics companies (3PLs) grew by **22% year on year**, while Third Party Integrators (3PIs) **grew by 51%**, demonstrating the significance of their role in eCommerce.



The value of goods going through **Intersoft's Intelligent Shipper®** during the Black Friday to Cyber Monday peak period was

£176m

a **20% increase** on 2020. The average basket value was **£45.27**.

A staggering **8.4 million shipments** – 2.1 million labels per day – were generated during the four day period.



What does the future hold?

According to PWC, nearly half of consumers do not expect to be 'back to normal' until 2023. Will this affect the growth eCommerce has enjoyed over the past two years? Will retailers return to the high street or grow their online business? What new delivery services will consumers demand? And how will delivery management systems continue to help retailers cope with these changes?

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Contact us to find out more.

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