



## EXECUTIVE SUMMARY

### Coffee Hit eliminates repetitive shipping tasks using Scurri.

Coffee Hit found delivery management extremely challenging as their business was booming. Scurri's Multi-Carrier Delivery Management platform for ecommerce merchants allowed the company to eliminate repetitive work, saving time and money, such that the key staff could focus their time on their customers and further business growth.

Coffee enthusiast, Director and founder of Coffee Hit, Paul Radin, founded the company in 2007 with an aim to source and offer the latest and best products available in the world of coffee on the UK market. The company researches all the products carefully before making their decision to offer them to their customers. Offering their customers impartial advice and outstanding customer service quickly led to a fast growth of customer base and a continuous increase in sales. Moreover, being one of very few retailers that offers a 30 day money back guarantee for home buyers, means that the number of orders keep increasing.

This has led to internal difficulties in managing the packing and dispatch process during the peak times. Also the delivery costs have increased, as the company did not have a way to test and select best carriers / services for each consignment, this led to cost and time inefficiencies.

#### Key challenges:

- Additional resources are required to cover peak times
- Packing all orders during a working day become extremely difficult
- Increase in manual errors
- High delivery cost due to inability to select / pick carriers and various services



Coffee Hit, founded in 2007, is a leading supplier of coffee making equipment and offers coffee professionals the most exciting choice available. Coffee Hit has carefully developed a range of the best products from the world's leading manufacturers and brought them all together under one easy to navigate website. Coffee Hit specialises in espresso gear, coffee brewing, tea gear, barista tools, café supplies and spare parts.

<http://www.coffeehit.co.uk>



#### The Solution:

- All orders are packed in a day
- Efficiency - 50% decrease in time taken at the pack bench per order
- 10% reduction in shipping cost
- Multiple carrier integration
- Simple to use and to add new carriers
- 100% reduction in manual errors

#### Scurri's Delivery Management Solution for Magento

Paul was looking for a system that could be integrated with his existing order management platform. Scurri's direct integration with Brightpearl, as well as the main UK and international carriers, provided automated order imports, smart shipping rules, automated creation of customs documents and transfer of tracking details back to Brightpearl. Scurri's simplicity of integration into existing workflows minimised disruption and increased productivity. Scurri's smart shipping rules and verification system minimised manual errors and eliminated the need for additional resources during the peak times. Dispatch time was reduced by 50%.

The large library of carriers has given Paul opportunity to turn on new carriers as required as well as use Scurri rules to allocate the most appropriate services to each delivery. This has led to 10% reduction in shipping costs.

## Results, Return on Investment and Future Plans

With Scurri's Delivery Management Platform for the first time orders at peak were completed inside a single day and without needing additional resources. Scurri also took away the responsibility for maintenance of the original label integrations, resulting in 70% reduction in maintenance cost. Moreover, efficient shipping rules and the additional level of validity, flagging any possible errors, resulted in 100% reduction in manual errors.

**Are you looking for a multi-carrier delivery management platform?**

**Request a demo of Scurri's delivery management platform at [www.scurri.co.uk](http://www.scurri.co.uk) or call us on (020)36033123**