

nShift

Worry less, ship smarter



Delivery experience

The last frontier of creating great Customer Experience, that keeps customers coming back – again and again.



01

Stading out is becoming impossible

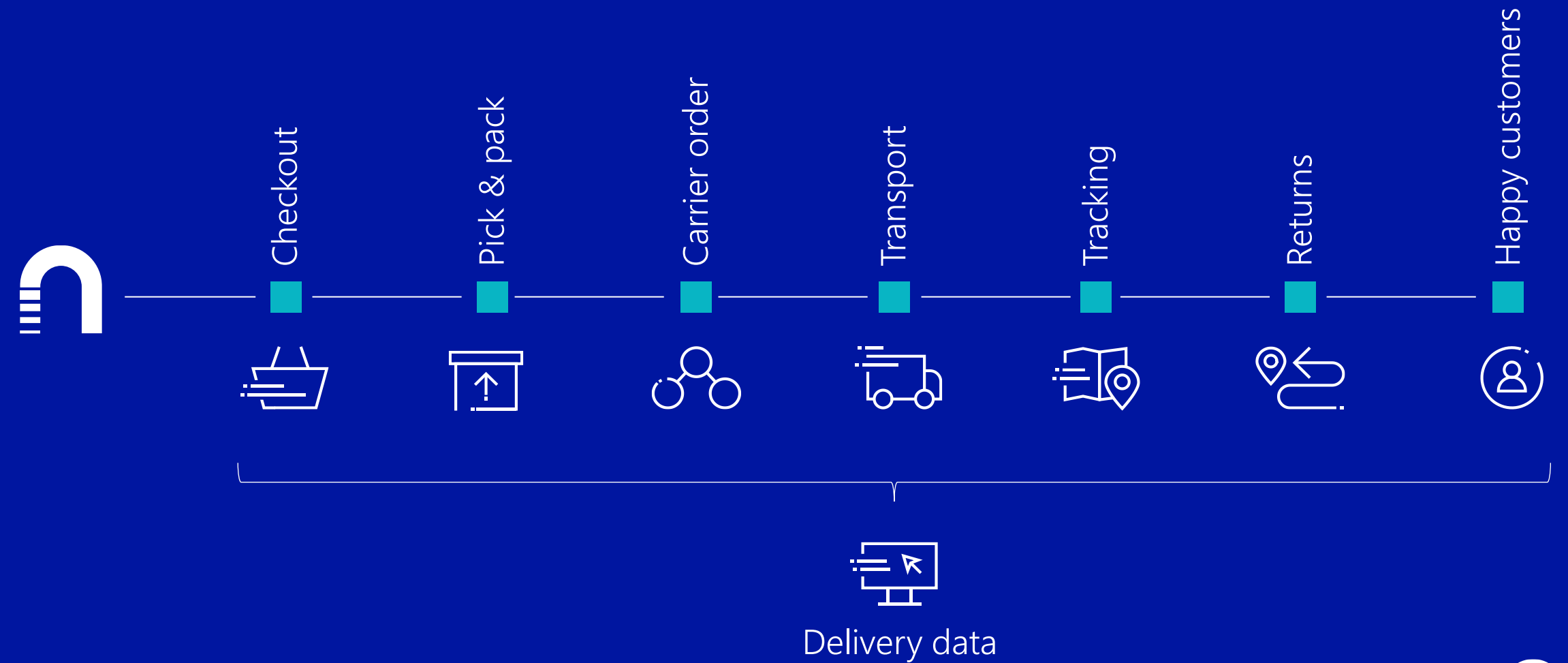




**In e-commerce
competition has never
been fiercer and
demand never higher
than it is today.
Thanks 2020.**



The basis of Delivery Experience



Delivery as your competitive edge



Increase sales



Improve CX



Decrease costs



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It used to take us 40 hours to add a new shipping carrier to our checkout. Now with Klarna and Unifaun, it takes about 5 minutes.

Yousef Rouholamin, Development Lead at KICKS

12%

Increase new customer conversion

5%

Increase existing customer conversion



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Offering a wide range of delivery options is needed to create a positive shopping experience for the customer. Different delivery options fills, just like different payment methods, different values for different customers...

4%

Increase new customer conversion

Fredric Boson, CEO Topformula

28%

Increase average cart value



5 challenges in eCommerce

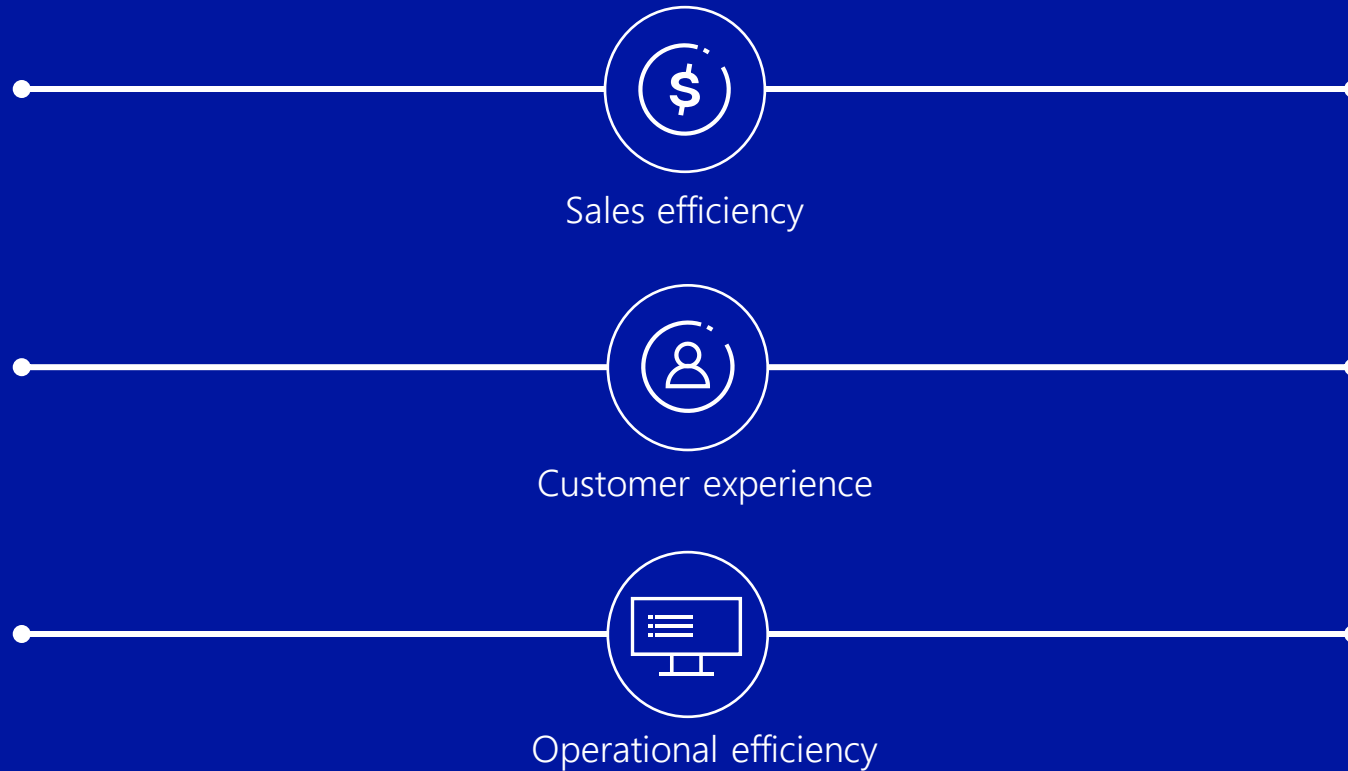
1. We don't really know what our customers expect from us after purchase.
2. We put out fires, and haven't got time to scale and expand the business.
3. We need more delivery options in checkout, but don't have time for a gigant project.
4. After checkout, we loose control over the CX, don't know how to improve delivery.
5. We don't have tools to monitor in which parts we perform best-in-class, or where we fail.



Where are you today?

Far from optimized

Very optimized



02

Delivery experience can set you apart



nShift has a full set of products to set you up!



nShift Checkout



Checkout



nShift DeliveryHub



Pick & pack
Carrier order
Transport
Tracking
Returns



Mina Paket



Tracking



nShift Return



Easy returns



ROI nShift Checkout

Your existing checkout

Orders per month
20.000

Average order value
300 EUR

Revenue per month:
6k EUR



Kick's

Orders per month
22.400

Average order value
300 EUR

Revenue per month:
6.720 EUR



Topformula

Orders per month
20.800

Average order value
384 EUR

Revenue per month:
7.988 EUR



nShift Checkout

- Connected
- Flexible
- Composable

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nShift DeliveryHub

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- Connect once, reach all
- Onboard easily, grow as you go
- Reduce errors, keep up speed
- One source, different views



nShift Returns

- Great customer experience
- Be in control
- Deeper insights
- Faster process





Mina Paket



- 100% neutral, all deliveries in one app



- 120.000 growth of new users every month
- 19 active carriers
- 4.8 average grade from 50.000 reviews in app stores



Analytics

- Full visibility
- Qlik Sense Technology
- Intuitive insights



03 Choose nShift



Why?



Easy & Fast
Access To nShift



Upscale With
Multiple Locations



Services always
monitored by nShift ERC



Global leader in Cloud Delivery Management

Global shipments

1^B

Customers

90^K

Employees

450

Delivery countries

190

Third-party integrations

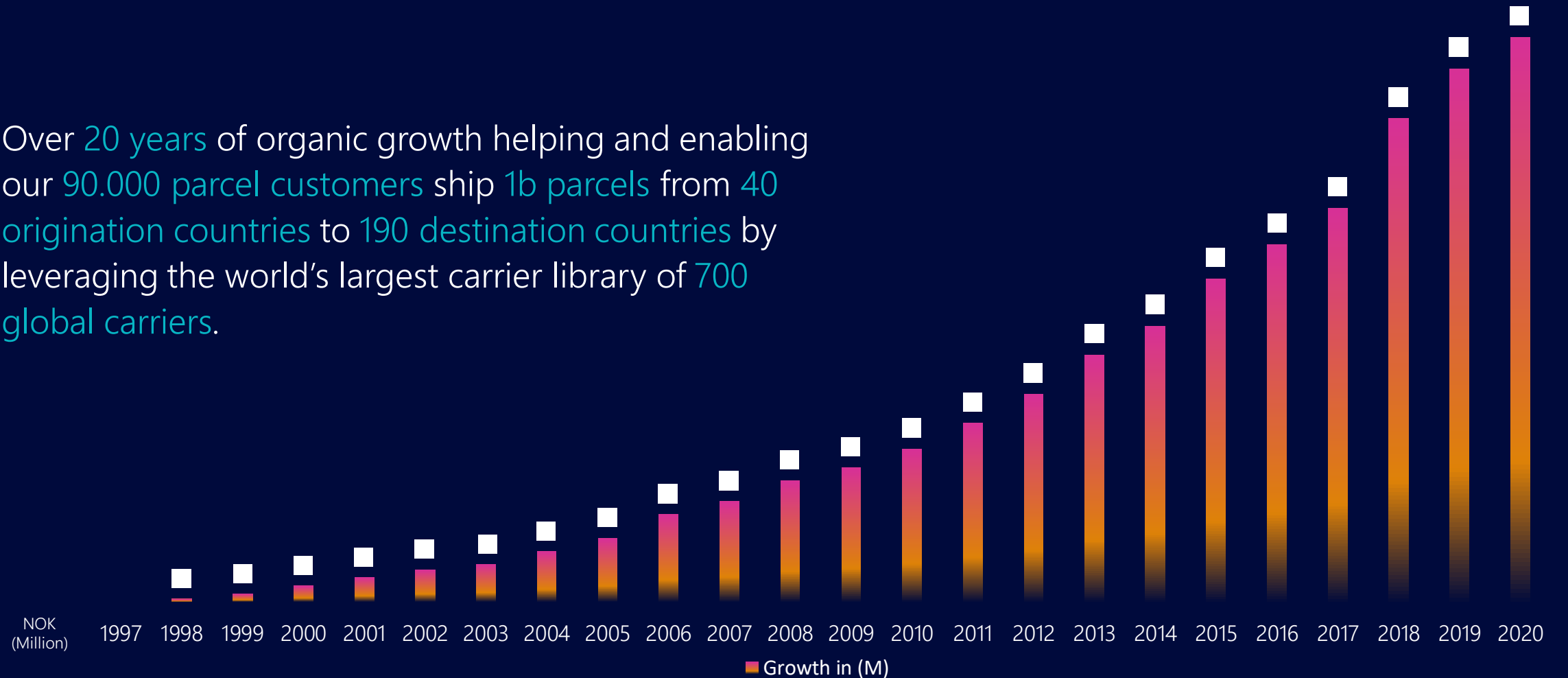
100

European offices

10



Over 20 years of organic growth helping and enabling our 90.000 parcel customers ship 1b parcels from 40 origination countries to 190 destination countries by leveraging the world's largest carrier library of 700 global carriers.





nShift shipping UI

Book & Print Shipments

- Browser based access, supporting integration and auto-print. No installation required, with PDF and thermal print available...

Why?



Easy & fast
access to nShift



Upscale with
multiple locations



Services always
monitored
by nShift ERC



Automate your shipping

Book & Print Shipments

Your business shipping logic can be based on cheapest option, fastest option, preferred option, exclude & include options...

Why?



Reduce Carrier Spend



Gain Operational Efficiencies



Deliver on Customer Promise



High Quality
Products and Services

Configuration
Flexibility

Commercial

Transparent
Price Model

Culture and
Partnership Approach

Competitive
Pricing

Standard
Solution

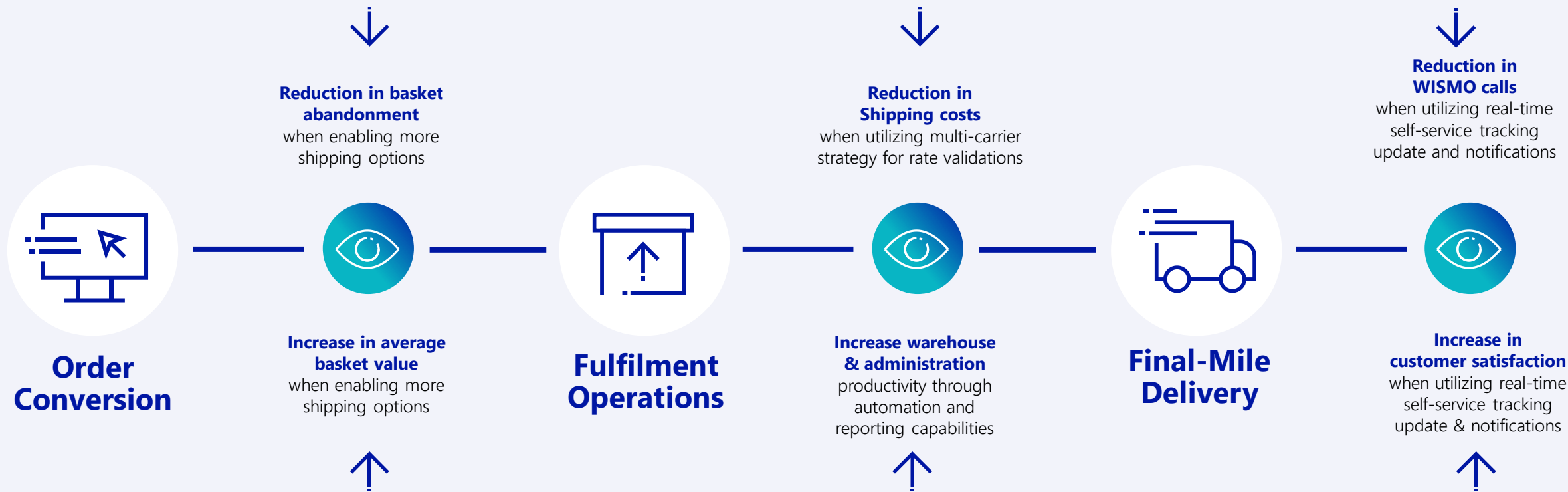
Technology

**Why
are we
successful?**



nShift Return on Investment

Are you really paying for it...? We would argue that you are paying by not having it...!



Quality, security & best practice



Thank you



nShift