



Fillogic



Case Study

SmartKargo

SmartKargo provides delivery coverage for more than 95% of the population in the United States and aligns perfectly with Fillogic’s hubs in New York, New Jersey, Pennsylvania, California, Maryland, Washington DC, and many more. SmartKargo’s small package solution provides Fillogic’s customers with the ability to combat the “Amazon effect” with fast, highly reliable deliveries that can easily be completed to the customers doorstep in two days or less. SmartKargo with their airline partner, has met or exceeded all coast-to-coast delivery SLAs for Fillogic.

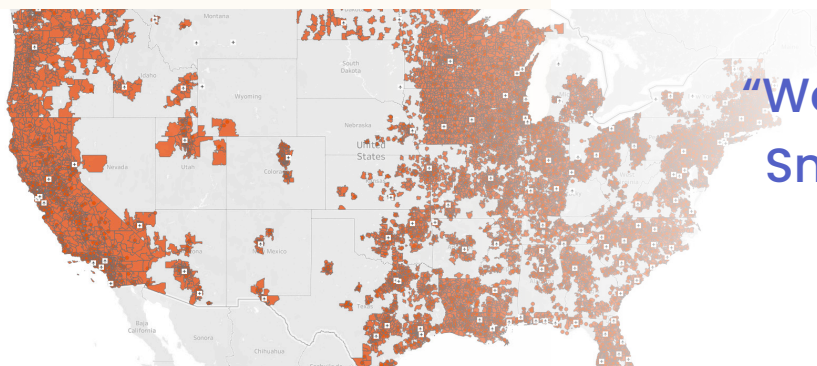
Speeding Up Delivery and Growth

Fillogic, the leading platform for localized logistics, is dedicated to maximizing efficiencies for retailers and freight delivery networks via mall-based, tech-enabled distribution hubs. Through its decentralized Fillogic Hub Network and Delivery Marketplace, its proprietary, multicarrier network and sort/seg solution, Fillogic helps retailers forward-deploy inventory closer to customers, and provides fast and efficient store-based fulfillment, last-mile delivery, returns/reverse logistics, and more.

The Challenge

Consumers expect fast, accurate delivery. To meet this need and drive customer satisfaction even more, Fillogic looked to speed up and expand their small package deliveries.

As a result, Fillogic partnered with SmartKargo, a like-minded technology company that could match their service-level agreements and provide a cutting-edge approach to small package delivery. Together, the two companies are driving innovation and delivering ecommerce small packages at the speed of flight.



“We are big fans of what SmartKargo has built.”

- Bill Thayer | CEO of Fillogic

The Solution

Fillogic was interested in the SmartKargo powered by Delta solution to augment its existing network of national and regional carriers. The company realized it was a cutting-edge cloud platform built on the back of a major airline that tracks packages from the cart to the customer's door.

This means that Fillogic not only has first- and last-mile services as part of their solution, but they would now have a truly unique approach to the mid-mile. The SmartKargo solution has capacity available in more than 800 flights daily across the contiguous United States. So, in essence, ecommerce packages "hitch" a ride whether it is from Seattle to Dallas or New York City to Los Angeles. Utilizing the SmartKargo solution, Fillogic is able to easily scale and support their national goals.

SmartKargo and Fillogic entered conversations around the value and exceptional advantages that each company provides in the logistics ecosystem for ecommerce companies and their customers. Upon signing an agreement, both sides were able to integrate the companies in weeks.

"We at Fillogic are great fans in what SmartKargo has built," said Bill Thayer, CEO of Fillogic. "Great partner, great team, and most importantly – great tech. We built our integrations in under two weeks and are looking forward to expanding to more regions to support our growth plans."

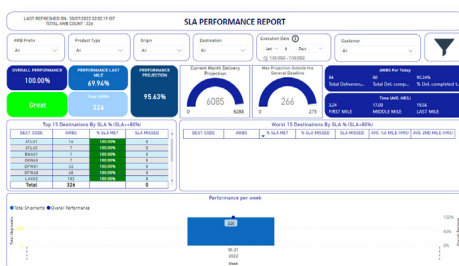
The integration provided detailed real-time information at each step of the delivery journey. The platform also



SmartKargo provides delivery coverage for **more than 95%** of the population in the United States.

provided reports, mobile information, and customer application, which provided all the insights Fillogic needs to ensure customer satisfaction.

SmartKargo provides delivery coverage for more than 95% of the population in the United States and aligns perfectly with Fillogic's hubs in New York, New Jersey, Pennsylvania, California, Maryland, Washington DC, and many more. SmartKargo's small package solution provides Fillogic's customers with the ability to combat the "Amazon effect" with fast, highly reliable deliveries that can easily be completed to the customers doorstep in two days or less. SmartKargo with their airline partner, has met or exceeded all coast-to-coast delivery SLAs for Fillogic.



"This innovation is a game-changer for the express transportation industry and is a win-win-win for all stakeholders."

Chris Grey
VP of Sales at SmartKargo

The Benefits and Beyond

The partnership garnered outstanding metrics and success. Shipments are continuing to increase – they are more than doubling monthly while still attaining or exceeding the customer SLAs. Moreover, both companies are ensuring there is a constant focus on upgrading the technology to provide further insights, artificial intelligence to optimize the package and customer journey, and continued growth among two great innovative leaders in logistics.

Both organizations are growing fast and taking on the long-established logistics players to provide better technology, improved customer experience, and enhanced margins with no surprise fees. The innovation going on in the logistics and supply chain areas is tremendous and even more is expected from this valuable partnership.

