

Enhancing both courier and customer experiences for Evri



Outcome

The application and systems that NashTech worked on have brought several positive outcomes and business success to Evri, including:

- Enhancing the service speed and SLAs.
- Reducing the turnover rate of couriers by enhancing the employer-employee communication and transparency.
- Improving Evri's compliance and commitment.

Client quote

“We've had a really good relationship with NashTech. The quality is high. You're keen, you understand, you learn, you're adapting, we are also adapting together, and it's been a success. You helped us stay on track with the agility. The team from NashTech supported us to achieve our tech strategies in a short time frame. You allowed us to get an independent view on the quality of our services which enabled us to hit our targets.”

Marcus Hunter
Chief Technology Officer at Evri

Company overview

EVRI

Evri is the UK's biggest dedicated parcel delivery company, delivering more than 720 million parcels internationally a year. Evri works with most of Europe's top retailers, marketplaces and pre-loved sites. The roots of Evri can be traced back 50 years to Yorkshire in 1974 but the business has grown over the decades and now has a team of 8,000+ employees, 25,000+ couriers, 15,000+ out of home locations and a growing network of state-of-the-art hubs and depots.



Client name: Evri



Service: Transportation, Logistics, Supply Chain and Storage



Technology: Microservices architecture, AWS, Java



Industry: Software development



Location: UK

The challenge

Currently, Evri is strategically pivoting towards expansion, seeking to enter new markets as well as capitalising on opportunities in adjacent ones. As such, supporting the growth of the business while maintaining customer experience and employee satisfaction are their key focuses.

Courier life cycle is important for Evri as an organisation and making sure that they have got happy and high-quality couriers means that they get good quality services off the back of that. Onboarding and retaining compliant and happy couriers are essential to Evri in delivering a delightful last-mile experience for customers.

To achieve business goals and scale quickly to meet demand, Evri decided to engage with a technology partner to support them.

The approach and solution

NashTech and Evri worked closely together in building and releasing new features and updates for applications and systems used by their couriers. These applications, with added features, not only help couriers better manage deliveries but also facilitate the onboarding process and human resources management, ensuring that Evri's couriers are satisfied, well-trained, and compliant.