



## Sleighting Peak Season Logistics: NXTPoint Delivers Final Mile Magic During the Holiday Season

### Key Services

- › Final mile home delivery
- › End-to-end visibility
- › Exception management
- › Reverse logistics
- › Appointment scheduling
- › Customer service
- › Variety of services, from to-the-door to white glove with assembly

### The Challenge

As a leading e-commerce retailer of furniture and home goods prepared for peak season, they experienced ongoing issues with their service delivery and needed to make an emergency change in logistics providers right before kicking off their busiest time of the year. Specifically, the retailer needed to onboard a new final mile home delivery provider in two separate markets prior to Black Friday – and they had less than 30 days to make it happen.

### The Solution

When the e-commerce company sought a quick-turn solution to meet their final mile delivery needs when it mattered most, they turned to NXTPoint Logistics. NXTPoint specializes in custom solutions for even the most difficult supply chain challenges and was able to react quickly to achieve the retailer's goals.

NXTPoint was agile and worked to address this immediate need, establishing points of contact and a comprehensive plan to stand up two final mile operating locations between when the contract was signed in early November and when they needed to be operationally functional on Black Friday, just a few short weeks later.



## Fast Facts

**Less Than 30 Days**

To implement

**2 Weeks**

To integrate technology systems

**4.5 Million**

Products delivered annually

The e-commerce retailer also needed complete visibility into their inventory and deliveries throughout the partnership. While a standard system integration would have exceeded the timeframe they had to become operational, NXTPoint worked to deliver a custom solution to meet their compressed timeline, creating a stop-gap fix from scratch that provided the client with the visibility they needed until the standard system integration could be completed.

### The Results

NXTPoint's agility and custom approach to creating the right final mile solution for the e-commerce retailer turned a stressful situation into a resounding success. By seeing opportunity in the midst of a challenging situation, NXTPoint was able to keep their deliveries on track, ensuring that customers received their orders in time for the holidays.