



# Improved cut-off times and a new weekend warehouse



1,664

Productive hours added annually

By moving to seven-day-a-week delivery and warehouse operations.

That's an increase of 28%

1,095

Productive hours added annually

By increasing the daily cut off from 1pm to 4pm.

That's an increase of 18%

208

Hours saved annually (26 days)

Through reduced workload of the operations team.

That's a reduction of 10%

## Delivering control for Fairfax & Favor with Scurri Connect



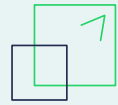
### Controlling operations

Empowered the warehouse team to generate and process labels to speed up the shipping process.



### Controlling issues

Helped customer support gain visibility into the delivery process and proactively solve shipping issues.



### Controlling growth

Enabled the warehouse to remain open seven days a week and increased cut off time by three hours.

"The integration was a very easy process. The team was great and it was really easy to get any issues ironed out."

Melissa Mactaggart, Operations Manager – Fairfax & Favor

## From constant label failures to 24/7 shipping

After experiencing constant label failures and less-than-stellar customer support with its previous delivery management software, Fairfax & Favor knew it was time for a change when they reached out to Scurri.

The team had an end goal of streamlining the pick-and-pack operation, but Scurri Connect brought more than just powerful automation to the party. It allowed them to dramatically decrease label issues (and solve any that did crop up in seconds), increase productivity in the customer service team, and create a more proactive approach to shipping. All of this meant Fairfax & Favor were able to grow their staffing levels and ultimately ship around the clock.



**"Using Scurri Connect has been a dream. The warehouse team has so much more insight if labels fail and they can fix the issues themselves by just logging into Scurri Connect as it's so user-friendly."**

### Smooth running operations



Before Scurri Connect, the two-person operations team was overwhelmed and totally over the never-ending label issues. Every Monday, they were faced with a pile of problems that had built up over the weekend that cut into tasks they should have been focusing on.

Now, they feel comfortable leaving it in the competent hands of the weekend warehouse team (with the help of Scurri Connect), which has made Monday mornings a lot more enjoyable.



**"Scurri Connect has given us great tracking and visibility for customer service, which has allowed them to become more proactive too"**

Melissa Mactaggart, Operations Manager  
Fairfax & Favor



### Introducing Fairfax & Favor

Fairfax & Favor is a British luxury fashion brand founded by childhood friends Marcus Fairfax Fountaine and Felix Favor Parker. Back in 2012, the ambitious duo vowed to start a business that combined their middle names and sold the highest-quality leather footwear.

Today, Fairfax & Favor has been named one of the top 1000 growing companies in Europe by the Financial Times and employs 70 full-time members of staff. The company's rapid growth demanded a better way to manage shipments to reduce the amount of manual work and get products to customers quicker.

### Later cut-off times and round-the-clock shipping

Fairfax & Favor were primed for growth, but their delivery management was holding them back. Failed labels and lack of insights left customer satisfaction levels dwindling by the day.

Scurri Connect helped transform the shipping process. The team can now keep a close eye on daily shipment

volumes and have next to no label issues. If there is an issue (which is rare), the customer support team have the tools to be proactive and reach out to affected buyers before they even know there's an issue.

Even better, using Scurri Connect has helped Fairfax & Favor dramatically increase its shipping cut-off time from 1pm to 4pm. As Melissa Mactaggart says: "It's a huge difference. Before, when all the labels were failing, there was a lot that then wouldn't be sorted until the next morning. They'd completely miss the cut-off and have to go out the next day. Now, even if we've got a couple of errors, they're fixed and done before the van gets here."

The new and improved label system and powerful shipment automation rules has also allowed Fairfax & Favor to increase their staffing levels. The warehouse team can confidently generate and process labels in Scurri Connect, which means the warehouse can now operate between 6am and 10pm seven days a week.



## Key results and savings

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## Scurri Connect: Built for control, scaled for growth



### Control costs

- ✓ Fully configurable automation
- ✓ Tailor carrier selection in a sophisticated way
- ✓ Faster labelling process saves time



### Control issues

- ✓ Automated labelling system with pre-approval
- ✓ Issues and inconsistencies are identified early on
- ✓ Ongoing monitoring for constant optimisation



### Control your operations

- ✓ Automated carrier and service selection
- ✓ Uniquely configurable rules
- ✓ Leading monitoring and tracking capabilities



### Control growth

- ✓ Complimentary growth capabilities
- ✓ Enterprise scale for all your delivery processes
- ✓ International reach and cross-border capability



### Control your offer

- ✓ Simple and automated service offers
- ✓ No-code rules engine
- ✓ Customised checkout options



### Control experience

- ✓ Dramatically enhance your customer experience
- ✓ Category-leading customer service
- ✓ Industry-leading NPS and CSAT scores

Talk to us today to take control of your delivery management.

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**Scurri**  
Track Plus

Turn the post-purchase experience into a marketing opportunity

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