



Reinventing Last Mile: Win the race to the top

VIDEO TRANSCRIPT

The COVID-19 pandemic has created a new eCommerce reality
eCommerce has grown by 52% globally

Even as retail spend declined by 3% this year

Last mile delivery networks have peak-like volumes.

This “peak” may last for months
or longer.

Many of these changes are here to stay

Post & parcel organizations must adapt to this new reality.

How are retailers responding?

Store pickup has risen by 111%
and will become the new normal.

Ship from store has doubled
and will become more important as consumers return to work.

A store will no longer be a place to shop,
but a place where customers can acquire goods anywhere and anytime.

We predict next year
more than 50% of global eCommerce purchases
will be delivered from local inventory.



Post & parcel organizations have become critical commerce infrastructure
the last mile has never been so important
but it needs to change to the new reality.

To compete, last mile companies must do 3 things:

1. Make local to local delivery easy and low cost
2. Expand parcel margins with automation and analytics
3. Partner with innovators to reimagine their role in the ecosystem

eCommerce and delivery will never be the same again.

It's time to reinvent the delivery experience.

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