

# parcelLab

We are a young Munich company on a mission to significantly increase customer service by enabling shippers to go the extra mile for their customers with our features. Our team of logistics, eCommerce and IT experts started the company in early 2015. We are in close collaboration with our first customers to extend our scope of features, based on the needs of the shippers. To offer the best service possible in the field of data analysis & prediction as well as customer loyalty programs for delayed deliveries.

Our cloud based solution (SaaS) includes a technology core to track shipments of nearly 300 carriers worldwide. With this collected data we are able to automatically identify and predict delays in delivery and therefore inform users about delays in delivery. Currently we are able to offer the following services:

- Whitelabel solution for online shops integration for improved delivery management to offer a wider range of additional services like pro-active customer notification, integrating carrier services (e.g. changing delivery date or address), etc.
- Big data analysis of all tracked deliveries with own algorithm to predict delays and average delivery times.
- Customer loyalty program with personalized coupons or discounts as reimbursement if delivery is delayed i.e. free shipping at next order

Smart parcel tracking provided by parcelLab – because shipping matters.

## **Team**



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