

# The Total Economic Impact™ Of Flexe Logistics Programs

Through 4 customer interviews and data aggregation, Forrester concluded that Flexe Logistics Programs have the following three-year financial impact.



ROI  
**119%**



BENEFITS PV  
**\$127M**



NPV  
**\$69M**



PAYBACK  
**< 6 months**



“About a year after engaging with Flexe, we saw a 15% drop in cart abandonment and a 20% increase in eCommerce sales. We wholly attribute this to our delivery speed dropping to less than 3 days anywhere in the country. Our new hubs have greatly contributed to this improvement.”

— VP of global fulfillment, retail



## Composite Organization

CHALLENGES  
*before Flexe*

Inability to meet consumer demands

High upfront capital expenditures and long lead times

Limited space for expansion

High costs and complexity from multiple vendors and warehouse management systems (WMS)

**\$95.6 M**

BENEFITS  
*with Flexe*

**\$9.8 M**

Reduced cost due to consolidated warehouse contracts

**\$9.5 M**

Reduced warehousing cost

**\$6.4 M**

Reduced final-mile transportation cost

**\$5.1 M**

Reduced cost of warehouse capacity

Increased e-commerce income



This document is an abridged version of a case study commissioned by Flexe titled: The Total Economic Impact Of Flexe Logistics Programs, October 2021.

Commissioned By

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**Flexe**