INCREASING CUSTOMER VALUE WITH LAST-MILE DELIVERY

Home Outlet, a division of E.C. Barton and Company, offers the lowest guaranteed prices on high-quality home improvement and building materials. Operating 106 stores across 19 states in the East North Central, Mid-Atlantic, and South regions, Home Outlet is a leader in accessible home improvement solutions.

90
NPS

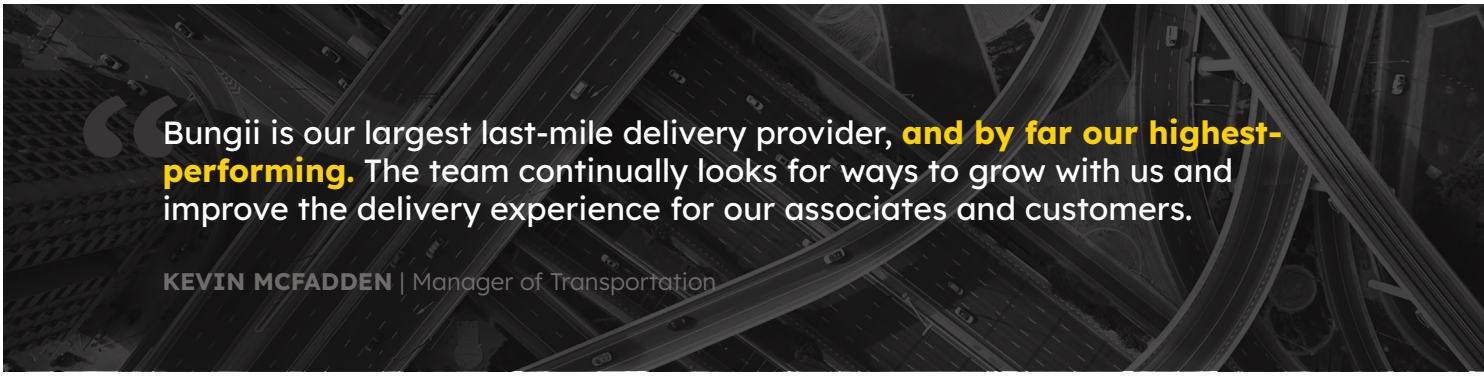
90%
ON-TIME DELIVERY

0.3%
CLAIMS RATE

STAYING COMPETITIVE REQUIRED A SCALABLE LARGE-ITEM DELIVERY SERVICE.

Significant last-mile delivery challenges arise from the inventory of oversized and bulky products at Home Outlet. To stay competitive with other home improvement and building materials stores, introducing same-day home delivery became crucial.

The company's extensive geographic footprint, including numerous rural locations, posed a challenge in securing last-mile delivery services with adequate coverage. Home Outlet needed a partner capable of delivering large items at competitive prices across all of its stores.



To address that challenge, Home Outlet partnered with Bungii to implement a company-wide last-mile delivery program. Bungii developed hands-on training to launch the program at the store level, and established regular touch-points to surface real-time operational improvements.

Store representatives now schedule deliveries directly with customers at the point of sale using a custom web portal powered by Bungii's transportation management system. Using an AI-driven fulfillment algorithm, Bungii's proprietary smart-matching technology quickly assigns orders to the appropriate delivery professional, and delivers detailed pickup and delivery instructions via the Bungii Driver app. Powerful dashboards and real-time reporting gives Home Outlet anytime access to tracking, delivery, metrics, and insights.

Bungii now offers on-demand delivery services at Home Outlet locations across the country, quickly becoming the retailer's most trusted last-mile carrier. Initially launched in three markets, Bungii has expanded to serve more than 40 locations while providing an industry-leading delivery experience. This growth is particularly significant in smaller markets where Bungii's geographic expansion continues to drive the partnership's success.

BUNGII ADVANTAGES

1 **EXTENSIVE COVERAGE**

Bungii offers last-mile delivery for more Home Outlet locations than any other carrier, and is regularly adding new markets.

2 **CUSTOMER SATISFACTION**

Home Outlet customers recognize Bungii delivery as best-in-class, with an average Net Promoter Score (NPS) of 90. The industry average is 12.

3 **LOW CLAIMS RATE**

Single-digit damage claims across the multi-year partnership highlight the effectiveness of the Bungii delivery pro training and certification.

4 **REAL-TIME SUPPORT**

With an average response time of 90 seconds, Bungii provides live support to Home Outlet associates and customers.