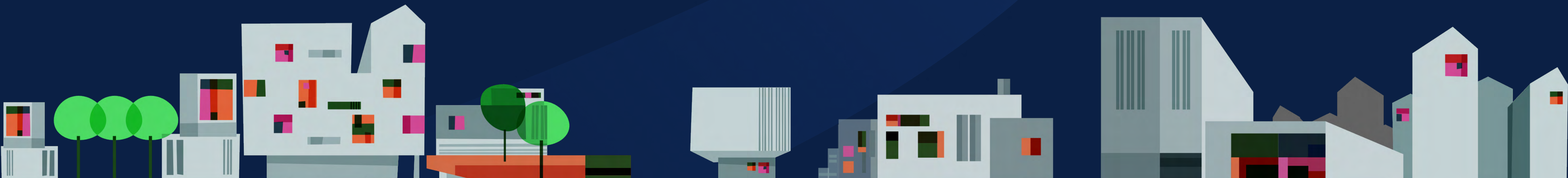**MotionTools**

Delivery   Technology   White paper

30 essential SaaS tools for Delivery businesses.

Powerful software to manage your team and inventory, fulfill and dispatch orders and grow your business.

How to succeed in the new normal of delivery?

The acceptance of online grocery services by millions of stay-at-home consumers during the Covid-19 pandemic has been a tipping point for the rise of grocery delivery. Steadily the trend towards **high-speed on-demand delivery** is invading a wider range of categories such as pharmacy, construction materials or consumer electronics.

Our technology platform MotionTools is utilized by startups, corporates and SMBs all over the world to effectively dispatch delivery jobs at scale. But what are the best SaaS tools to manage inventories of a dark store or engage users with push notifications? This document will provide an overview of **established and upcoming SaaS tools** that allow to operate high-speed delivery businesses effectively.

Technology makes the difference.

This document will focus on five fundamental dimensions of any delivery business.

1. Team

The war for drivers is real. Learn how to onboard and manage your team efficiently.

Core processes
- **Onboarding**
- **Shift management**

2. Orders

Check out our introduction of e-commerce systems for your business

Core processes
- **Order management**
- **Customer support**

3. Fulfilment

Which software helps to manage your dark stores and pack items faster.

Core processes
- **Hub management**
- **Picking & packing**

4. Delivery

We have little doubt which software is best for high-speed delivery businesses.

Core processes
- **Dispatching**
- **Delivering**

5. Growth

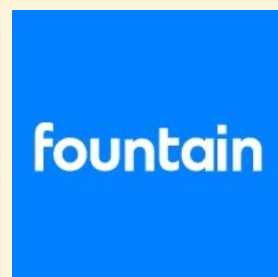There are a million growth tools, don't scale your business without our top 7!

Core processes
- **Analytics**
- **Marketing**

Team # HR, onboarding and shift planning

Fountain
USA | Pricing n/a

The best way to grow your team.
Trusted by gig-economy giants including Uber, Deliveroo and Pickup, Fountain's high-volume hiring platform helps to streamline and scale recruiting.

The mobile-first platform keeps candidates engaged at any stage of the hiring process. Fountain enables employers to make data-driven decisions and reduce time to fill open positions.

get.fountain.com

Shyftplan
shyftplan.com
GER | Pricing n/a

Smart shift planning system utilised by companies such as Tier and Jokr to generate schedules according to predefined rules and requirements.

Personio
personio.com
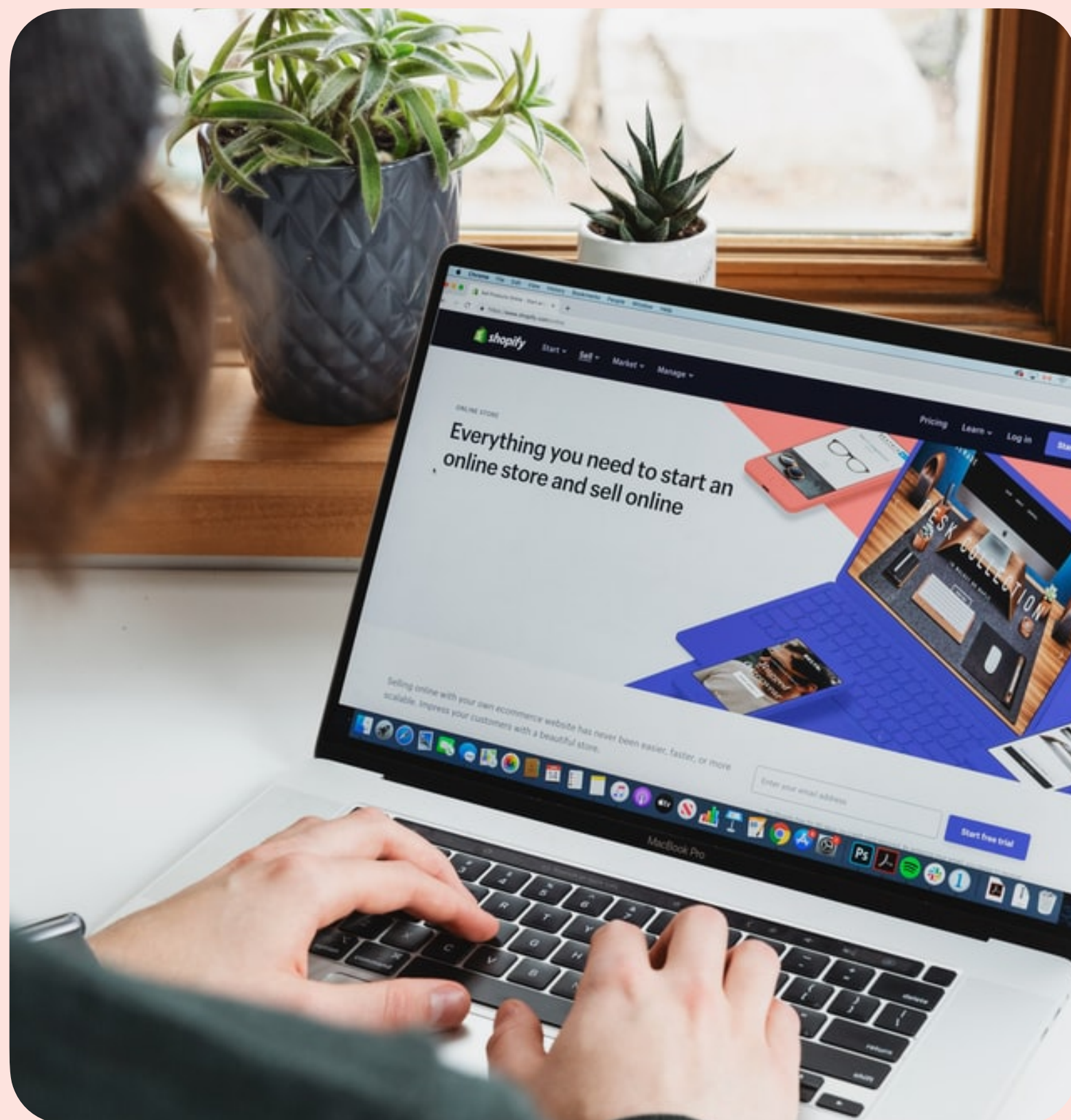GER | 2,88/month & employee

The „people operating system" integrates multiple HR tasks into automated workflows.

Orders

Standard e-commerce platform

Shopify (Plus)
USA | 30 day free trial

With Shopify anyone can sell online.

Shopify is one the leading e-commerce platform offering a simple way to launch professional online storefronts. It also offers a payment solution to accept credit cards, and a POS application to power retail sales.

For businesses that top $1M+ in revenue Shopify Plus offers a range of additional features

shopify.com

Dominating the industry

Shopify recently announced that more than 1,000,000 businesses in 175 different countries use its e-commerce platform.

Shopify Plus powers 5300 stores in 2021.

Free ressources

Shopify provides merchants with valuable information on how to launch and scale e-commerce businesses.

Orders # E-commerce platforms for developers

Commerce tools

GER | 60 day free trial

The pioneers of headless commerce.

Started in 2006, commercetools is a leading enterprise cloud platform that separates frontend and backend functionality. Its flexible API allows businesses to create seamless shopping experiences and engage with their customers via webshops, mobile apps, voice assistants, AR/VR, social networks, and others.

commercetools.com

Saleor

POL | Pricing n/a

Spryker. Fabric. Saleor. The list of headless e-commerce systems keeps getting longer.

Saleor provides a developer-friendly alternative to Magento. It features a GraphQL API as well as a modular front end that can be adapted to a wide range of use cases.

saleor.io

Headless systems provide long-term flexibilty.

Gartner predicts that by 2023, organizations that have adopted a Composable Commerce approach will outpace the competition by 80% in speeds of new feature implementation.

More providers

fabric.inc

spryker.com

Orders

All-in-one platforms for grocers and specialty retailers

Both of these industry-focused SaaS platforms include basic e-commerce tools

Freshop
US | Pricing n/a

freshop.com

GrocerKey
US | Pricing n/a

grocerkey.com

Orders # Customer service
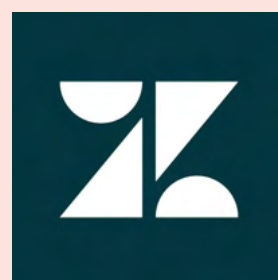
Zendesk

zendesk.com

US | From 19€/month

Gartner's #1 in customer support.

Manage your customer interactions in a real-time interface with features such as web widgets, pre-defined ticket responses, and a full customer history.

Freshworks

freshworks.com

GER | Free plan available

Retention matters. According to Hubspot an increase in customer retention of 5% can equate to an increase in profit of 25%. Repeat customers are likely to spend 300% more with your brand – which then results in your business having to spend less on operating costs.
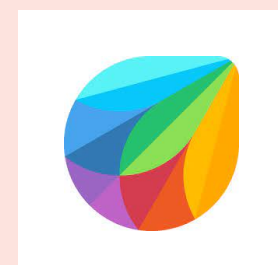
Intercom

intercom.com

US | From 74€/month

The modern customer communications platform that unifies every aspect of the customer journey, from conversion to engagement to support.

Inventory management, item picking and warehouse automation

Zebra
US | Pricing n/a

zebra.com

Zebra's mobile computers and business allow manual and mobile workers to handle tasks effectively.

Noyes
GER | Pricing n/a

noyes-tech.com

Fully automated and highly flexible robotic warehousing solution specially designed for delivery and quick commerce businesses.
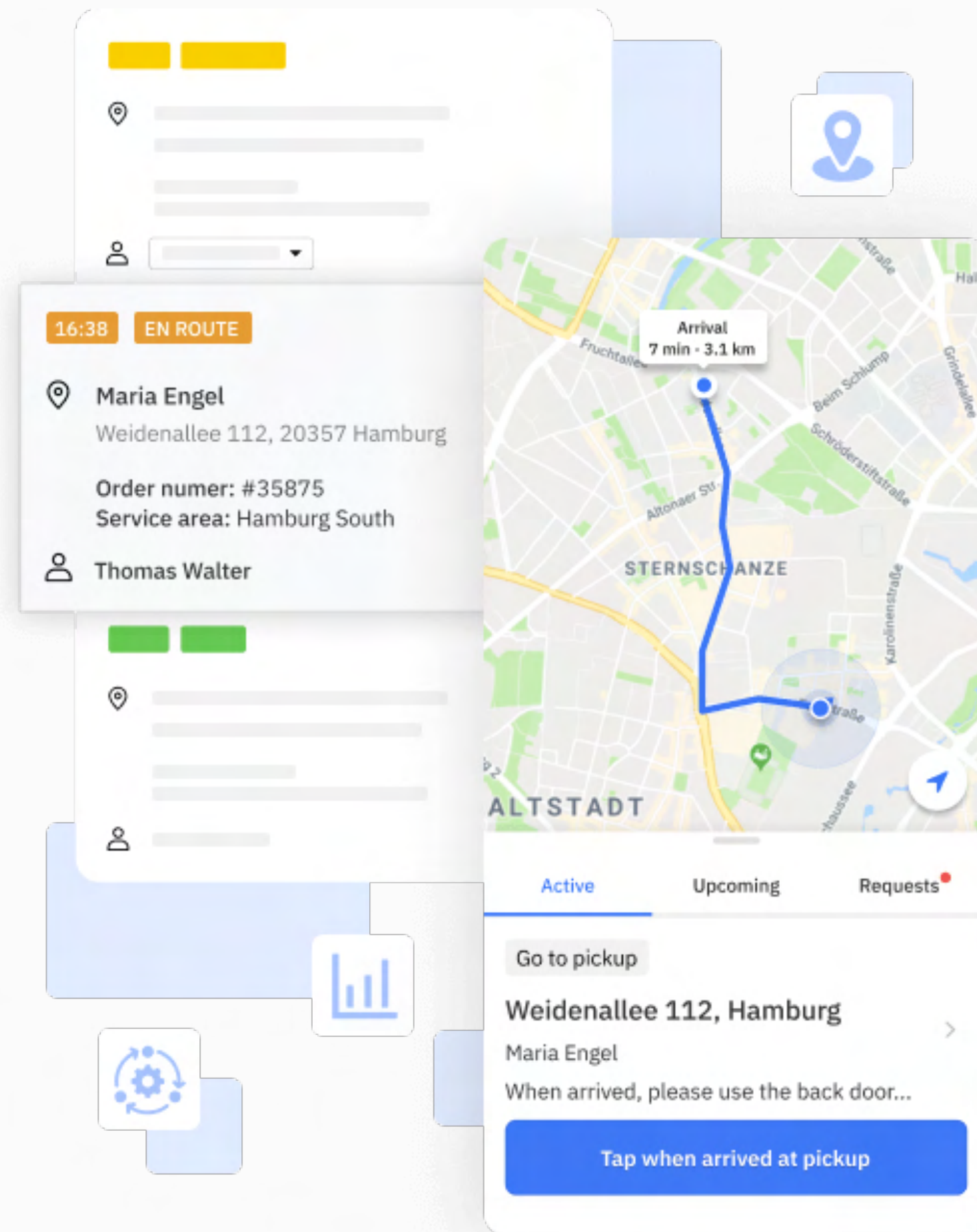
Wynshop
US | Pricing n/a

wynshop.com

Specialised grocery platform that allows to increase picking rate.

Pulpo WMS
GER | From 450€/month

noyes-tech.com

Providing warehousing staff with the best tools to execute their tasks and manage storage space.

The API-first dispatching platform offers apps and dashboard to manage high-speed delivery operations at scale.

Delivery

MotionTools

The cloud platform for delivery operations of any size.

MotionTools is an all-in-one technology platform to launch and scale high-speed delivery operations.

The platform allows to configure highly-customised cloud dashboards and utilise a great variety of dispatching options. Live-location sharing via connected driver apps (iOS and Android) provides team and customers with real-time status updates.

Work with the team at MotionTools to leverage the power of APIs and webhooks to automatically dispatch orders, engage users or integrate fleets of delivery vehicles such as e-bikes, scooters and cars.
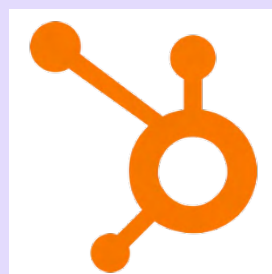
Visit motiontools.com to start a 14-day free frial

Growth Online marketing

Hubspot

US | Free plan available

hubspot.com

HubSpot's CRM platform has all the tools and integrations you need for marketing, sales, content management, and customer service. It keeps all leads s in one centralized, customizable database and allows to see every relevant information in one place.

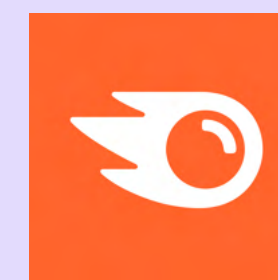**No-code website building**

Webflow

US | 10€/month

webflow.com

All-in-one email marketing

Mailchimp

US | Pricing n/a

mailchimp.com

SEMrush

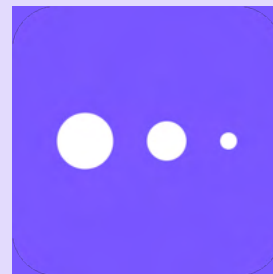US | From $120/month

semrush.com

Semrush helps you to get measurable results from online marketing. Do SEO, content marketing, competitor research, PPC and social media marketing from just one platform.

Growth # Product and business analytics

Mixpanel
US | From 25€/month

mixpanel.com

Understand your users in real-time.

Mixpanel features a self-serve product analytics solution, that helps teams analyse how and why people engage, convert, and retain in real-time.

Product analytics platform help companies measure across devices, allowing to make decisions fast, and build better products through data. Mixpanel serves over 26,000 companies including Expedia, Uber and Lemonade.

Databox
US | From 19€/month

databox.com

Compile data and create dashboards to track performance and discover insights in real-time. One-click integrations with Google Analytics, HubSpot, Mixpanel, Facebook, Shopify and more.

Tableau
US | Pricing n/a

tableau.com

The market-leading analytics platform. Quickly perform ad hoc analyses that reveal hidden opportunities.
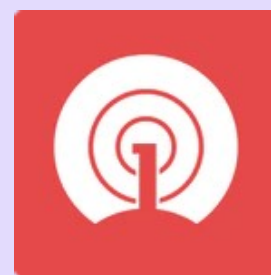
Growth # Customer data and user engagement

Pushwoosh
US | From 84€/month

pushwoosh.com

One tool to convert your delivery app users into repeat clients and grow your customer LTV. Make personalized offers via behavioral and geo-based communications, including mobile and web push notifications, in-app messaging, email, SMS and WhatsApp.
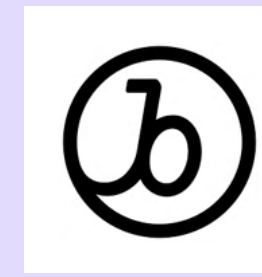
OneSignal
US | From 19€/month

onesignal.com

Alternative to Pushwoosh offering mobile and web push notifications, in-app messaging, SMS and email.

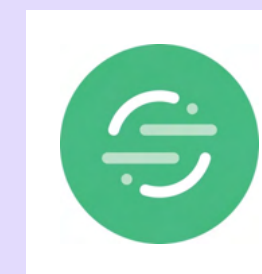## Braze
US | Pricing n/a

braze.com

Braze allows to deliver personalized messaging experiences that span across channels, platforms, and devices.

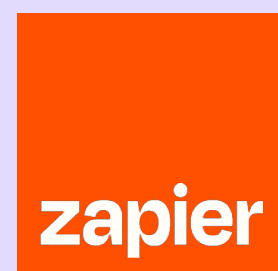## Segment
US | From 19€/month

segment.com

Using Segment, companies can collect, unify and route their customer data into any system where it's needed to better understand their customers and create seamless, compelling experiences in real-time.

Growth

Prototype custom logics and automations

Zapier

zapier.com

US | From 84€/month

Zapier is an automation platform that connects your work apps and does repetitive tasks for you. It automates your work by connecting your apps and then moving information between them based on rules you set.

Zapier connects 4,000+ of the most popular work apps— more than any other platform.

Make

make.com

US | Free plan available

From tasks and workflows to apps and systems, build and automate anything in one powerful visual platform.
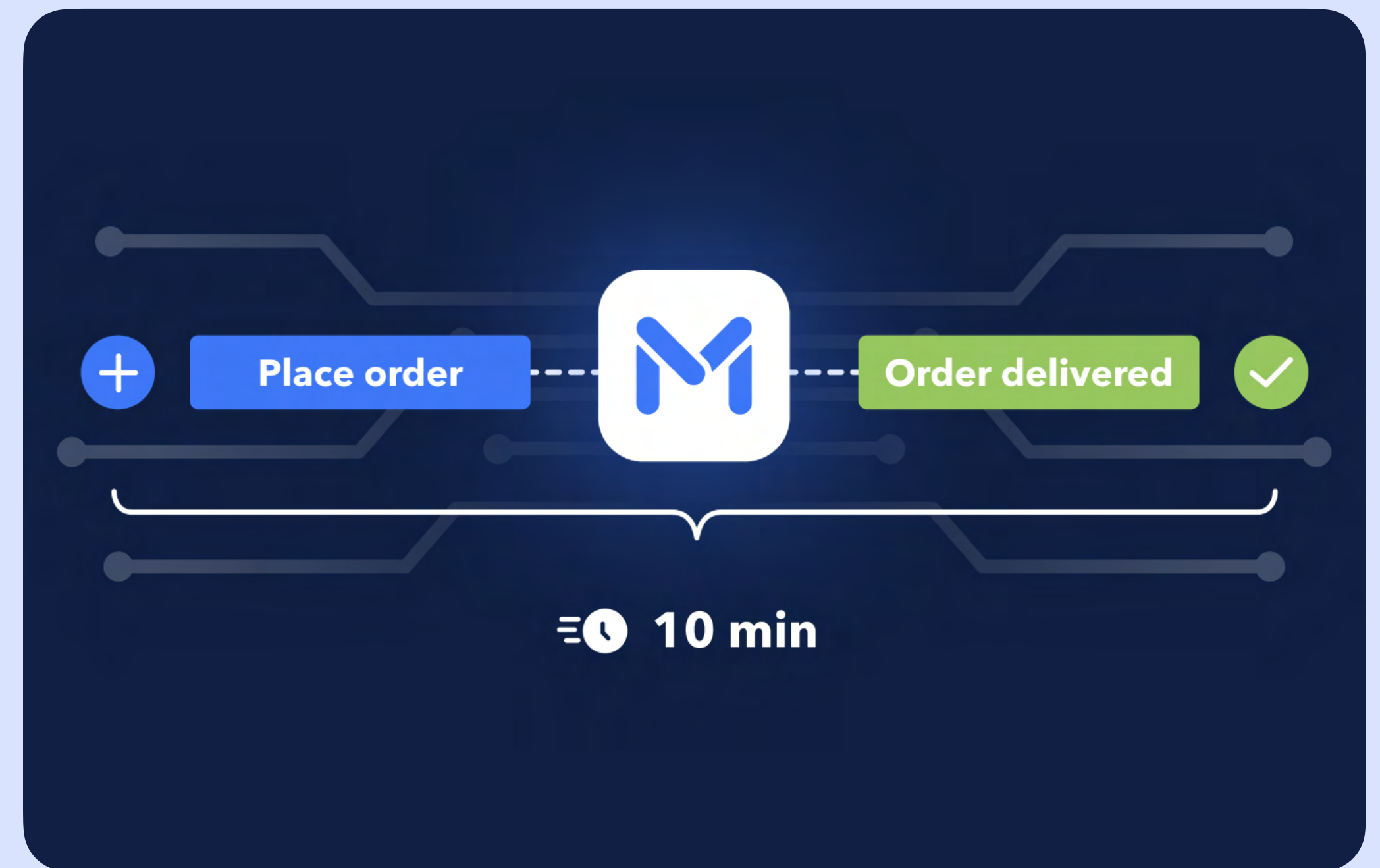
Integrate all your tools and manage your processes in one single platform. Choose from thousands of ready-made app integrations or connect to any online app with our powerful no-code tools.

MotionTools

The smartest way to deliver.

🌐 **Visit motiontools.com/delivery**

Marian Martens CRO MotionTools

Place order Ⓜ **Order delivered** ✓

🕐 **10 min**

Additional reading

The technology behind 10 minute deliveries.

Learn about the technology that is allowing delivery businesses to maximise efficiency of their operations.

Read the article