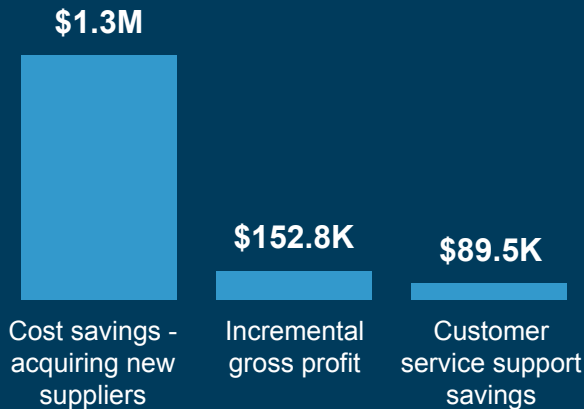


The Total Economic Impact™ Of The SPS Commerce Solution

Through in-depth customer interviews and data aggregation, Forrester concluded that SPS Commerce supply chain solutions for retailers has the following three-year financial impact.

SUMMARY OF BENEFITS

3-year risk adjusted



“The SPS Commerce solution helped SHOP.COM achieve a 57% growth in drop ship orders during Year 2.”

Eddie Alberty, vice president of strategic partnerships, SHOP.COM



FINANCIAL SUMMARY

3-year risk adjusted



ROI
142%



NPV
\$886,779



PAYBACK
6 months

FASTER TIME TO MARKET

“Prior to SPS Commerce it took four to six months to onboard each unique supplier. Today, each new supplier is already linked with SPS Commerce, and it takes only two to six weeks for the supplier to match SHOP.COM’s requirements and certifications.”

Eddie Alberty, vice president of strategic partnerships, SHOP.COM



SPS COMMERCE BY-THE-NUMBERS

“SHOP.COM estimates that the SPS Commerce solution was able to bring 150,000 new SKUs from over 50 new vendors into SHOP.COM’s business, significantly increasing electronics and toys SKUs, which represent specific targeted categories of growth.”

“SHOP.COM reported savings in its customer service function. With SPS, it’s able to provide customers with more accurate shipping and other details (from drop ship vendors), resulting in a 20% reduction in customer service call volumes.”



This document is an abridged version of a case study commissioned by SPS Commerce titled: The Total Economic Impact Of The SPS Commerce Solution, June 2017.

Read the full study