

A background image showing a pharmacy setting with a mortar and pestle, a glass bottle, and various pills and capsules.

**Ekiwi Successfully Enhances  
Operational Efficiency and Achieves  
99.9% SLA Accuracy with Shipper**

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[shipper.id](https://shipper.id)

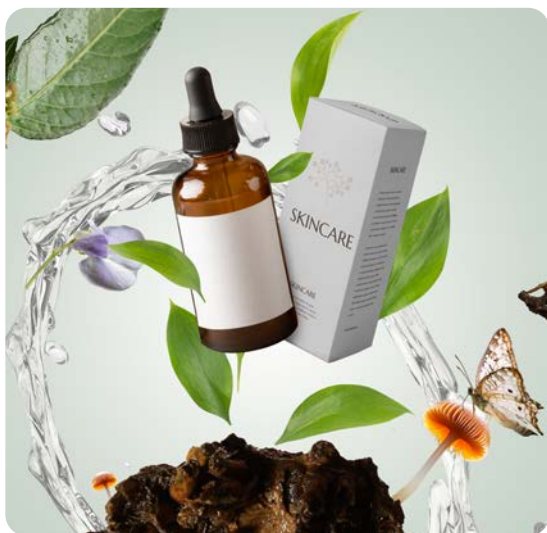


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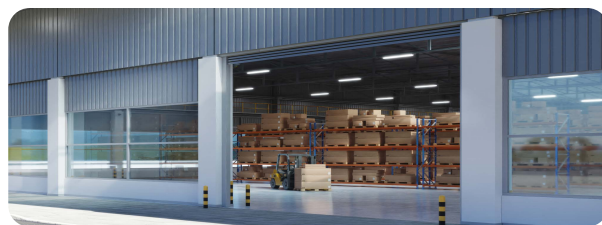


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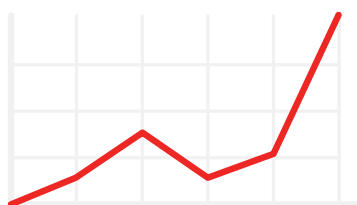


# Market Overview

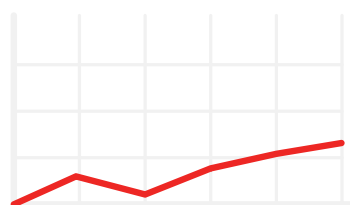
The global herbal product sales reach \$60 million US dollars annually or approximately Rp 870 trillion. Meanwhile, the potential sales of traditional herbal medicines and remedies in the domestic market are still at around IDR 20 trillion with exports reaching IDR 16 trillion. The herbal product market in Indonesia has shown healthy growth and is expected to continue expanding in the future. Additionally, the Indonesian herbal product market has experienced dynamic growth in recent years. It is estimated that national sales of traditional herbal medicines and remedies in Indonesia will reach IDR 23 trillion per year by 2025. This growth is driven by several factors, including the increasing popularity of herbal remedies and the general awareness of natural product consumption.

Indonesia also possesses vast natural resources that can be utilized for developing herbal remedies. Although only a small portion of various plant species are utilized as ingredients in traditional herbal medicines, this potential indicates significant opportunities for herbal product development in the country.

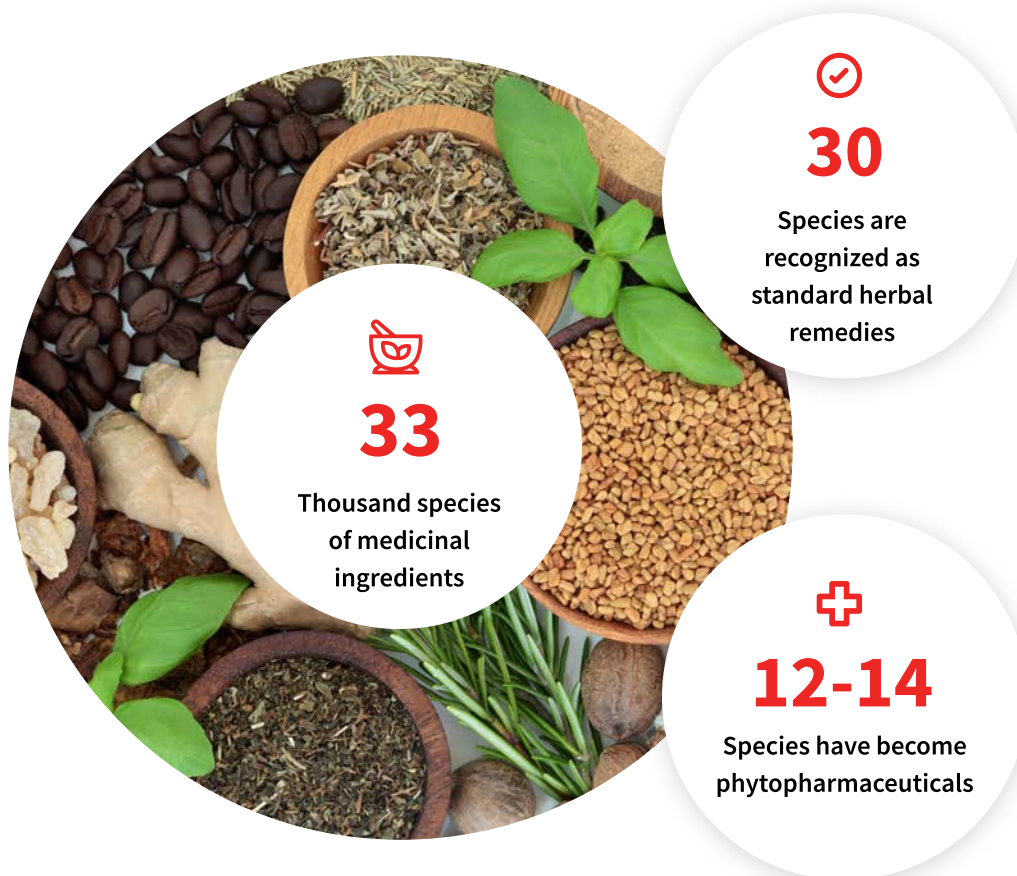
**It is estimated that national sales of traditional herbal medicines and remedies in Indonesia will reach **IDR 23 trillion per year by 2025.****



The global herbal product sales  
**Rp 870 trillion**



The domestic market herbal product sales  
**IDR 20 trillion**  
with exports reaching IDR 16 trillion.



According to data released by the Indonesian Institute of Sciences (LIPI), there are approximately 33 thousand species of medicinal ingredients with potential for use in herbal remedies in Indonesia. However, currently only about 800 species are utilized as traditional medicine ingredients, and only about 30 species are recognized as standard herbal remedies. Only 12-14 species have become phytopharmaceuticals, which are medicines derived from natural ingredients and have demonstrated safety and efficacy through preclinical trials.

Considering the diversity of these natural resources, Indonesian herbal products have enormous potential, both for the local and global markets. By harnessing more plant species, businesses can delve deeper into the potential of herbal products and provide greater health benefits to the community.



# Business Challenge

The goal of Ekiwi is to provide high-quality herbal health products to meet the needs of the Indonesian community. Ekiwi also aims to expand its business by establishing warehouses in several other major cities in Indonesia. To achieve this goal, they need to overcome several challenges that hinder their operations.





**BUSINESS CHALLENGE**

# Warehouse Management

Ekiwi faces several challenges, especially in warehouse management. These challenges arise due to the inefficiency of the warehouse management system, resulting in some products not being stored optimally and being exposed to unfavorable environmental conditions such as humidity, temperature, and light. As a result, the products undergo color changes and damage that negatively impact their quality. Additionally, there is a need for control, both for each incoming order and to monitor goods arriving at the warehouse from the factory or returned by customers.

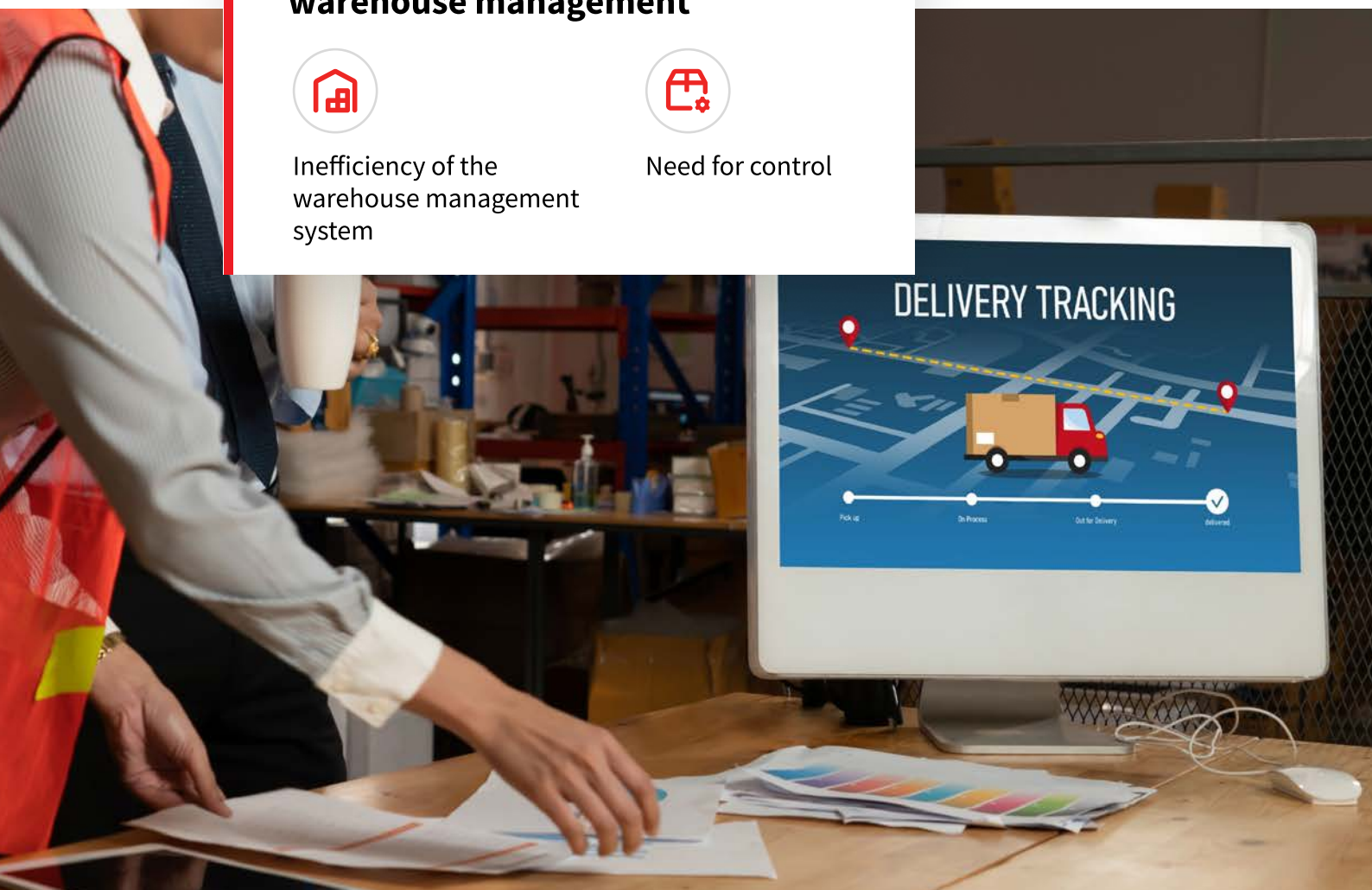
## Ekiwi faces several challenges in warehouse management



Inefficiency of the warehouse management system



Need for control



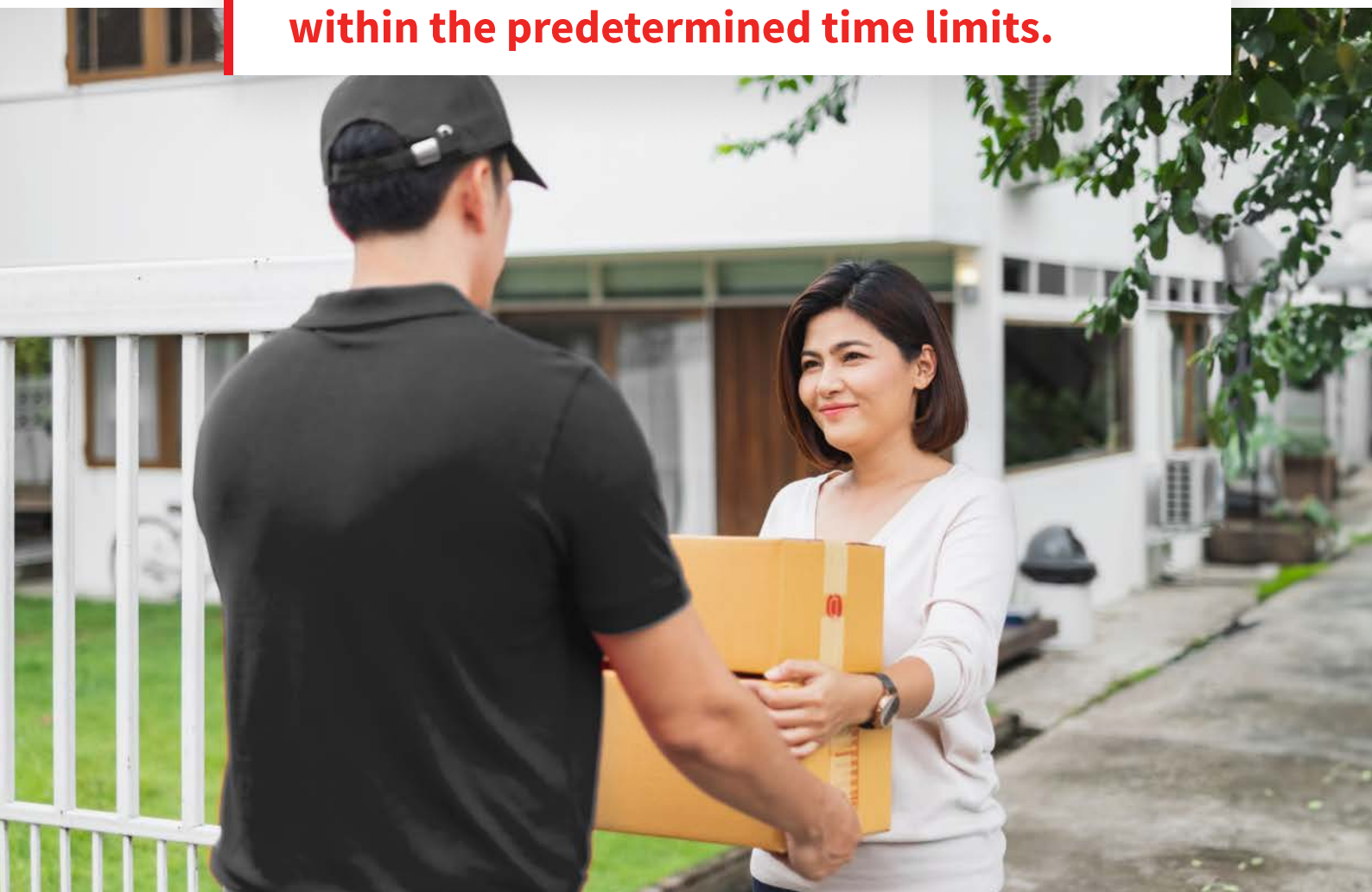


# Delivery Management

Ekiwi also encounters significant challenges in delivery management. One key aspect that Ekiwi needs to focus on is delivery management, where they must ensure that each order handed over to the delivery vendor is processed within the predetermined time limits. This emphasizes the importance for Ekiwi to maintain regularity and efficiency in the delivery process to meet customer expectations.



**Ekiwi must ensure that each order handed over to the delivery vendor is **processed** within the predetermined time limits.**





# Cost Management

Ekiwi experiences difficulties in cost management, primarily due to constraints in shared warehouse cost management. The main issue is that although only a small portion of the warehouse is used by Ekiwi, they still have to pay the full cost for the entire warehouse.



**Although only a small portion of the warehouse is used by Ekiwi, they still have to pay the full cost for the entire warehouse.**





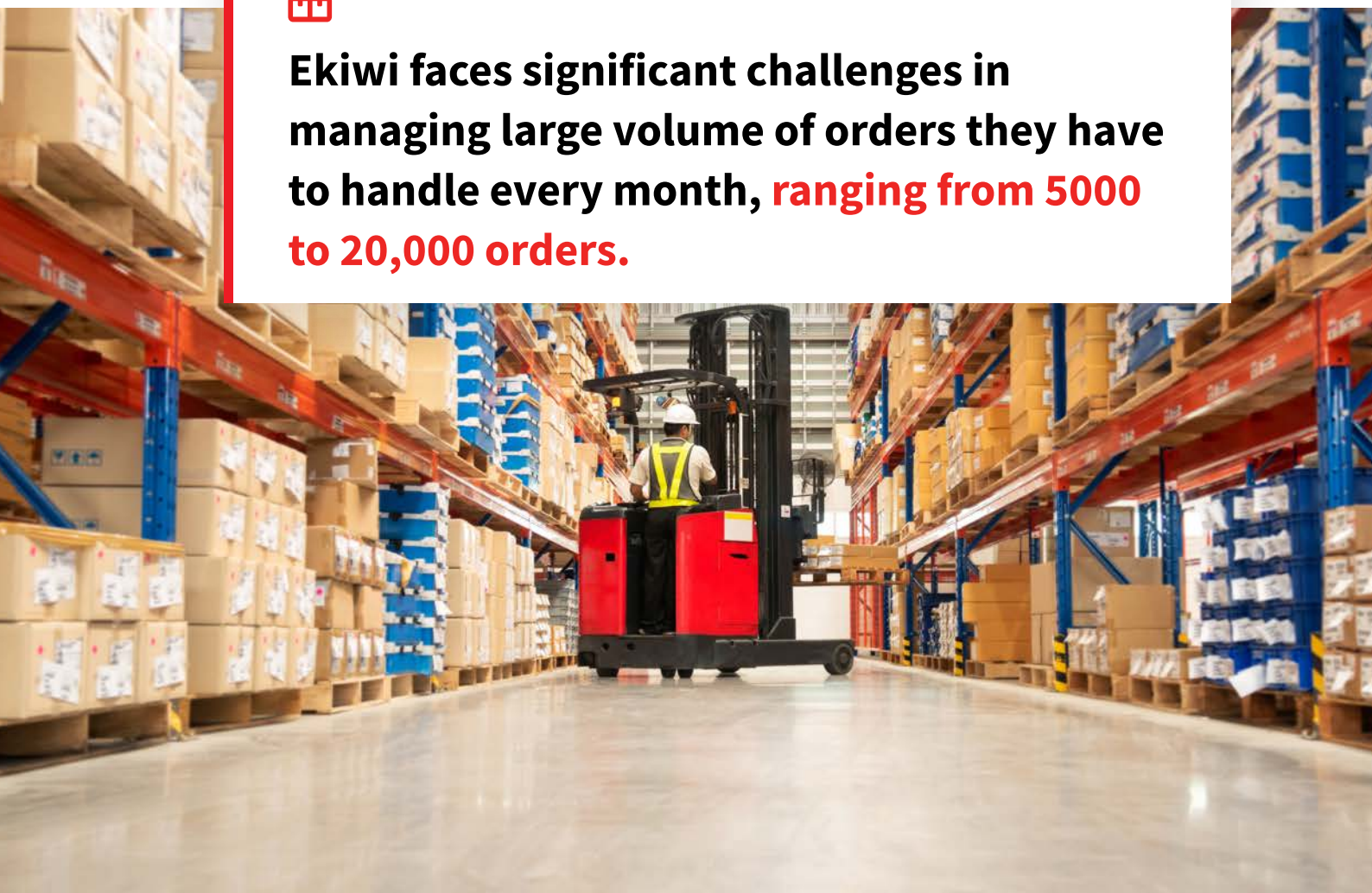
BUSINESS CHALLENGE

# Complex Order Fulfillment Process

Ekiwi faces significant challenges in managing the order fulfillment process, especially regarding the large volume of orders they have to handle every month, ranging from 5000 to 20,000 orders. Managing this order fulfillment process is not easy, especially doing it manually at such a large scale often leads to feeling overwhelmed. Additionally, they are also tasked with monitoring inventory in real-time to maintain quality and meet potential customer demand.



**Ekiwi faces significant challenges in managing large volume of orders they have to handle every month, ranging from 5000 to 20,000 orders.**





# Shipper Solutions

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In facing these challenges, Ekiwi collaborates with Shipper to provide integrated services that can enhance operations and overall customer satisfaction for Ekiwi.





# Warehouse Management System

Shipper offers warehouse management services with advanced technology. The provided warehouses are equipped with customizable management systems tailored to Ekiwi's needs, including regular, cold, and frozen storage spaces to maintain product quality. Additionally, this service assists in inventory management for both incoming and outgoing stock. Thus, Shipper provides an integrated solution for warehouse management needs with customizable technology.



**Regular, cold,  
and frozen  
storage spaces**



**Inventory management  
for both incoming  
and outgoing stock**

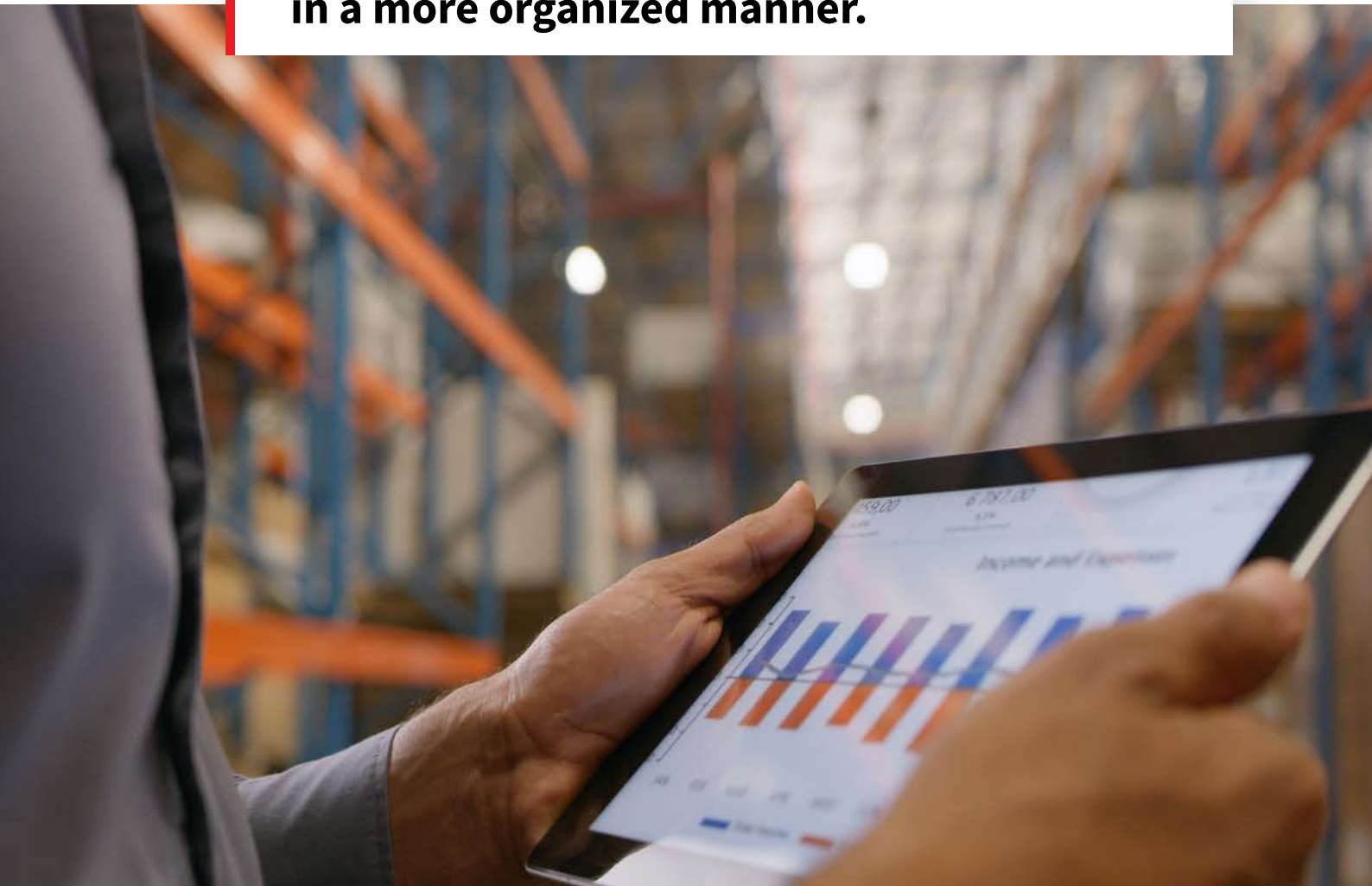


# SKU Management

Shipper's SKU Management solution helps Ekiwi organize and manage its products more efficiently. With Shipper's SKU Management, Ekiwi can manage 35 SKUs across 4 active categories in a more organized manner. This allows Ekiwi to have better control over its products and improve efficiency in stock management and product distribution to customers.



**With Shipper's SKU Management, Ekiwi can manage 35 SKUs across 4 active categories in a more organized manner.**



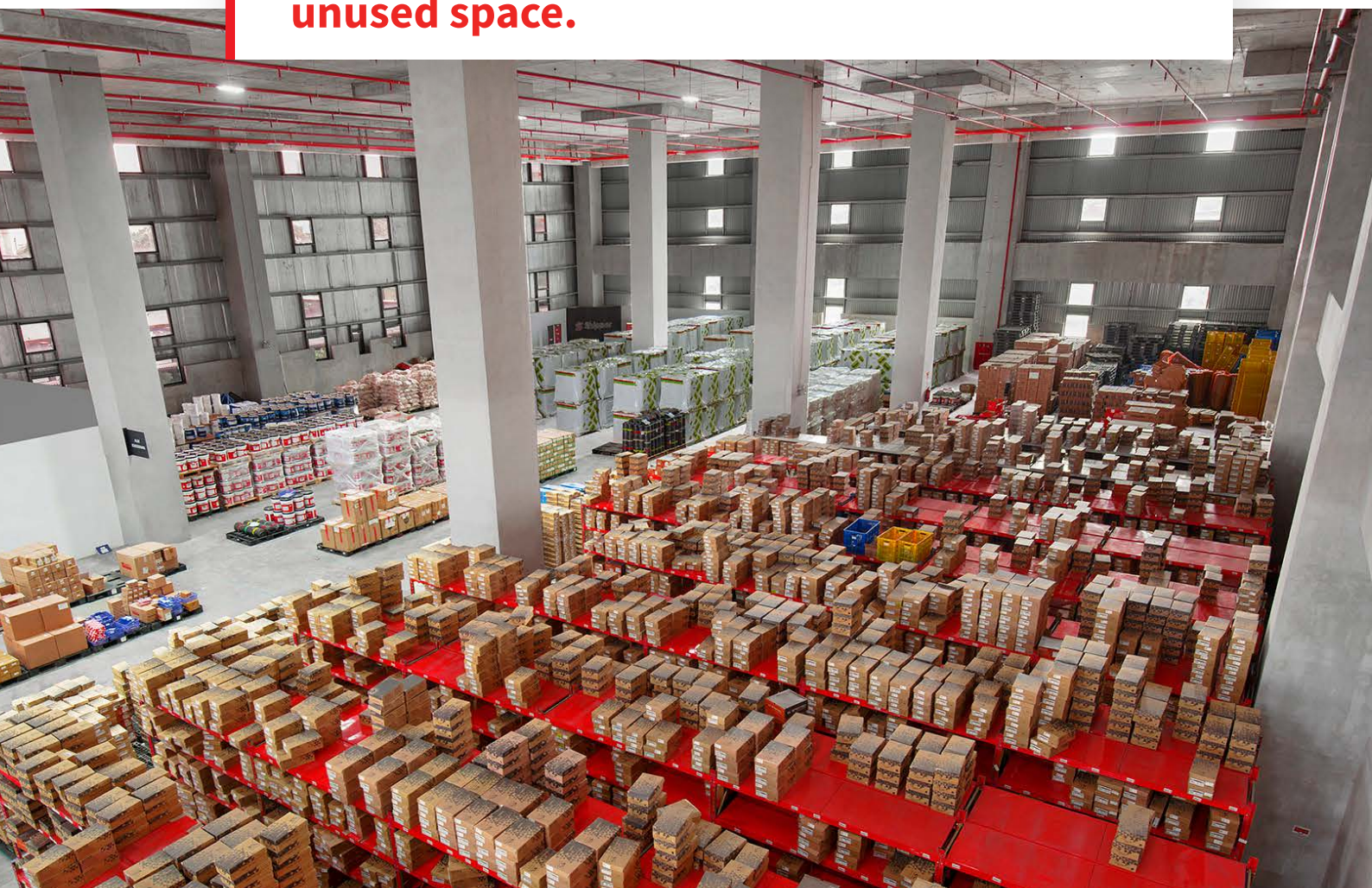


# Shared Warehouse Service

Shipper's shared warehouse service allows Ekiwi to pay only for the usage they need, significantly reducing warehouse management costs for Ekiwi. With this approach, Ekiwi can utilize warehouse space according to their needs without paying for unused space. This can help Ekiwi optimize their logistics management and reduce costs associated with storing goods.



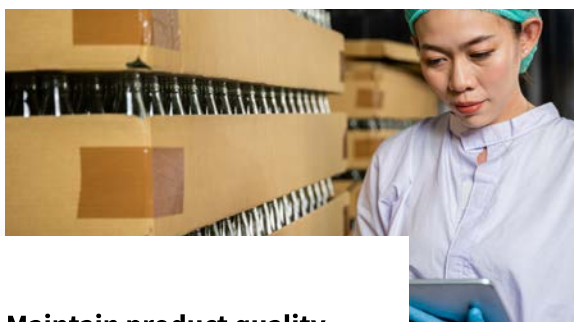
**Ekiwi can utilize warehouse space according to their needs **without paying for unused space.****



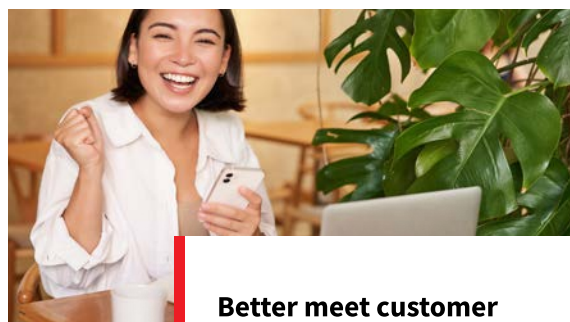


# Real-Time Dashboard Reporting

Shipper provides real-time dashboard reports to monitor inventory accurately. This enables Ekiwi to maintain product quality, better meet customer demands, and streamline the order delivery process. With accurate and immediate information, Ekiwi can optimize inventory management and delivery services to enhance customer satisfaction and operational efficiency. Thus, Shipper offers an effective solution for Ekiwi in managing its supply chain.



**Maintain product quality**



**Better meet customer demands**



**Streamline the order delivery process**



# SLA 99.9% Guarantee

Shipper, as a delivery service provider, offers expert and experienced manpower in its field, which can assist Ekiwi with a 99.9% SLA guarantee and a focus on customer satisfaction.



## 99.9%

Service Level Agreement (SLA)





# Benefit Using Shipper

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Collaborating with Shipper provides significant benefits for Ekiwi, starting from improving operations, more efficient inventory management, to increasing customer satisfaction with a 99.9% SLA guarantee. How do these benefits help Ekiwi? Here's the explanation:



# Inventory and Operational Efficiency

The partnership with Shipper has brought significant benefits to Ekiwi in terms of inventory and operational efficiency. With the Warehouse Management System provided by Shipper, Ekiwi's operational processes have become more efficient. Shipper's fulfillment services allow Ekiwi to optimize their business management more smoothly. Moreover, Shipper's strategically located warehouse facilities with easy access enable Ekiwi to streamline logistics and product distribution, ultimately leading to enhanced customer satisfaction by meeting their needs more easily. In essence, collaborating with Shipper not only offers practical benefits in operations but also has a positive impact on Ekiwi's customer experience.

Shipper's inventory management plays a crucial role in helping Ekiwi efficiently handle inventory. With real-time control capabilities, Ekiwi can easily monitor stock levels, making the process of managing incoming and outgoing orders smoother. Shipper also facilitates order delivery to customers, optimizing efficiency in business operations. Furthermore, Shipper's ability to monitor demands is a crucial feature that ensures Ekiwi can manage inventory according to market demand. Therefore, Shipper significantly contributes to enhancing Ekiwi's business performance and efficiency.



# Improving Customer Satisfaction

The collaboration with Shipper has brought significant positive impacts to Ekiwi. With a Service Level Agreement (SLA) guaranteeing 99.9% reliability, Ekiwi has successfully provided better service to its customers. This is reflected in the increased level of customer satisfaction achieved by the company. With Shipper's support, Ekiwi can optimize product delivery processes, reduce waiting times, and enhance overall service reliability. Therefore, this collaboration not only empowers Ekiwi to meet customer needs but also strengthens the company's position in an increasingly competitive market.



**99.9%**

**Service Level Agreement (SLA)**





**“After collaborating with Shipper, warehouse management, order management and delivery of goods to our customers are more effective. Because Shipper helps us with technology and expert manpower, so that goods packaging, warehouse management and product delivery run very well, so that our SLA reaches 99.9% and of course this increases our customer satisfaction.”**

**ALIF RAFIQI, OPERATIONAL EXCELLENCE EXECUTIVE EKIWI**



# About Ekiwi



**PT Ekiwi Koneksi Perdagangan** was established in Indonesia as a startup company focusing on the sale of herbal products, including cosmetics and supplements marketed through Ecommerce.

Ekiwi is dedicated to providing the best herbal products for the health of the Indonesian people, offering a wide range of products to meet various needs. From blood sugar supplements to blood pressure reducers, and facial care in the form of creams and serums, Ekiwi will continue to maintain its highest quality and innovate to provide herbal health products to maintain the health of society.



# About Shipper

Shipper, a leading tech-enabled logistics company based in Indonesia that offers an integrated end-to-end supply chain and commerce enablement solutions with a vast network of fulfillment centers, shipping agents and stations across Indonesia. Shipper provides customized solutions to fit your complex business needs.



**Fulfillment centers**



**Shipping Agents**



**Stations throughout  
Indonesia**



**Shipper is one of the fastest-growing tech companies in Indonesia. In just a few years, we have built a vast network of fulfillment centers and partnered with hundreds of local delivery companies across the country. We aim to digitize Indonesian logistics and enable cost-efficiencies at nationwide scale.**

To learn more, visit us at  
[www.shipper.id](http://www.shipper.id)