revers.io

The Returns Management System

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LINE OF BUSINESS
Logistics
Customer Relationship

INDUSTRY
Retail & Ecommerce

HEADQUARTERS
Paris, France

CUSTOMERS
FNAC-DARTY
Boulanger
La Redoute
Rue du Commerce
Cdiscount
Truffaut
Back market
TechData
BHV
…

VINCENT TORRES
Founder & CEO

CUSTOMER PAIN POINT

The new standards imposed by the e-commerce giants like Amazon and Zalando require retailers to improve significantly their reverse logistics. Nowadays, 24% of products purchased on the Internet are returned. After-sales service has become the #3 factor of purchase and 66% of e-shoppers review the return policy before making a purchase. Retailers need a good RMS to grow and satisfy their customers!

UNIQUE APPROACH

Revers.io is a SaaS platform to manage all the reverse logistics of retailers in an omnichannel strategy. Using an algorithm that automates the return process, the platform optimizes the customer experience by providing buyers with an instant solution to their after-sales issues. Then, by connecting the entire ecosystem (carriers, warehouses, suppliers, call centers or repairers), the platform provides full traceability of returns to retailers and their customers.

VALUE

✓ Firstly, return is a crucial part of the customer experience. Revers.io platform provides the simplest and fastest way for a consumer to return a product.

✓ Secondly, Revers.io optimizes the supply chain by automating administrative and logistics flows in order to reduce costs.

92%
of new purchase after a return

-40%
messages for customer service

100%
traceability of return flows