



# Last-mile Messenger

Automated | Personalized | Profitable



## Executive Summary

With Package.ai Last-Mile Messenger, Power Kitchen was able to grow their volume **5X with minimal incremental labor while maintaining a top-notch delivery service**. The **review generation function, automated communications and chat-based support** were instrumental in maintaining top rates on Google and a strong word-of-mouth growth for the business.

## Challenges

- It was taking the delivery department all day to get the routes set and confirmed, causing delays in preparing the lines.
- Customer support required a large staff with low efficiency.
- Struggled to generating positive reviews online to grow the business.

## How Package.ai Helped

- Bringing the automated chatbot into the center of the delivery process enabled to communicate, listen and respond to the customer quickly and effectively in a human-like manner.
- Establishing an emotional connection with consumers resulted in a high response rate and glowing online reviews.

## Results (after 12 months)

**+500%** order volume      **75%** confirmation rate  
**-40%** planning costs      **50%** feedback response rate

*“Package.ai has become a vital part of our service, enabling us to connect with customers deeply and efficiently. **The tech allowed us to grow without hiring many people while turning our delivery process into a competitive advantage.** We couldn’t have done any of this without Joey the chat-bot!” (Sasha Pick-Crystal, Owner)*

Sasha Crystal | Owner  
Power Kitchen

Website:  
Powerkitchen.ca

Vertical: Meal Prep &  
produce delivery

Vehicles: 10

Daily Stops: 150

Tornoto’s top rated meal  
delivery service