

Svuum Transforms Last-Mile Delivery in Greece with FarEye

Svuum, one of the fastest-growing last-mile delivery companies in Greece, has partnered with FarEye, a global last-mile platform, to digitize and optimize its operations.



West Greece, Greece Jun 12, 2025 ([IssueWire.com](https://www.issuewire.com)) - Svuum, one of the fastest-growing last-mile delivery companies in Greece, has partnered with [FarEye](#), a global last-mile platform, to digitize and optimize its operations. The result? A 50% reduction in operational costs, 95% first-attempt delivery rate, and 3 million successful orders in just four years.

Established in 2021, Svuum has quickly become a leader in **last-mile delivery** in Greece. In just four years of operation, they have **successfully delivered 3 million orders**, with an impressive **95% first-attempt delivery rate**. Through their commitment to **fast, reliable, same-day, and next-day deliveries**, paired with **real-time tracking** and exceptional **customer support**, they've positioned themselves as one of Greece's most beloved brands - right up there with Acropolis, a wonder of the ancient world!

What is even more remarkable is that Svuum has managed to **scale** its business while **reducing operational costs** by 50%.

During its early days, Svuum faced operational bottlenecks that **hindered scalability and efficiency**. Key challenges included **limited system integrations, suboptimal route planning, and inefficiencies in driver and [delivery management](#)**.

To sustain growth and elevate customer experience, Svuum sought a **future-ready last-mile delivery solution**—leading to its partnership with **FarEye**.

Transforming Last-Mile Operations with FarEye

Nicolas Vassilakis, CEO of Svuum, emphasized the impact of this transformation:

“Partnering with FarEye has been a game-changer. Their last-mile solutions have streamlined our operations, enhanced customer experiences, and enabled us to scale effectively. Together, we’re setting new benchmarks for last-mile logistics in Greece.”

FarEye’s advanced last-mile delivery platform has enabled Svuum to **streamline operations, optimize resources, and enhance customer satisfaction**.

- **Seamless System Integrations** – FarEye’s API-driven integrations allow Svuum to synchronize its in-house and merchant systems, ensuring **real-time visibility, smooth data exchange, and workflow efficiency** without operational disruptions.
- **Digital Transformation of On-Ground Operations** – FarEye has digitized Svuum’s logistics processes, leveraging **GPS tracking, proof-of-delivery (POD) capture, and real-time driver location monitoring** through its Driver Application.
- **Control Tower Implementation** – Svuum now has an integrated control tower, offering a **centralized view of operations to proactively detect issues, mitigate risks, and drive continuous improvement**.
- **AI-Powered Route Optimization** – By leveraging FarEye’s [AI-driven route planning](#), Svuum has **reduced operational costs by 50%**, enhanced driver efficiency, and improved same-day and scheduled deliveries.
- **Superior Customer Experience** – With **real-time order tracking, proactive updates, and a self-service customer portal**, Svuum has **reduced WISMO (Where Is My Order) inquiries by 60%**, boosting overall customer satisfaction.

Driving Logistics Excellence in Greece

“Greece’s logistics spend is nearly double the global benchmark at 10% of GDP. Our partnership with Svuum proves that 3PLs can significantly enhance consumer satisfaction while optimizing costs.” said **Suryansh Jalan, President, FarEye**, highlighting the regional impact.

With FarEye, Svuum is **pioneering innovation in Greek last-mile logistics**, demonstrating how technology-driven solutions can drive **efficiency, cost-effectiveness, and customer delight** in an evolving eCommerce landscape.

About FarEye

FarEye is a last mile technology partner for companies obsessed with delivery experience for their customers. Our vision is to ensure every delivery in the world reaches its destination every time, on-time, accurately, efficiently, and as sustainably as possible.

FarEye’s AI-Powered platform turns deliveries into a competitive advantage. Carriers & Shippers use FarEye’s unique combination of orchestration, real-time visibility, and branded customer experiences to simplify complex last-mile logistics. The FarEye platform allows businesses to increase consumer loyalty

and satisfaction, reduce costs and improve operational efficiencies, sustainably. FarEye has 150+ customers across 30 countries and five offices globally.

FarEye, First Choice for Last Mile.

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