

XpressTech

Prologue

Insights

Preference

Experience

Time and Delivery

Engagements

Others

Recommendation

388

Total Respondent

1273

Total Family Size

3.28

Avg Family Size

24.63

Avg Age

XpressTech is a tech startup based in Lagos, Nigeria. The startup launched as a ride hailing company in 2019 before diversifying into Logistics and Food Delivery in 2020 after a ban on commercial motorcycles by the Government of Lagos State.

XpressTech took advantage of this exemption and announced that it was diversifying into package delivery using their existing motorcycles and riders. In the same month, XpressTech was reported to have partnered with Chicken Republic on food deliveries, while it worked on launching its own platform.

Later in 2020 XpressTech would launch Xshop its own food delivery service by partnering with restaurants to deliver food to its users on their platform.

As a supply chain analyst, I have been contracted to provide insights on food deliveries based on customer preferences.

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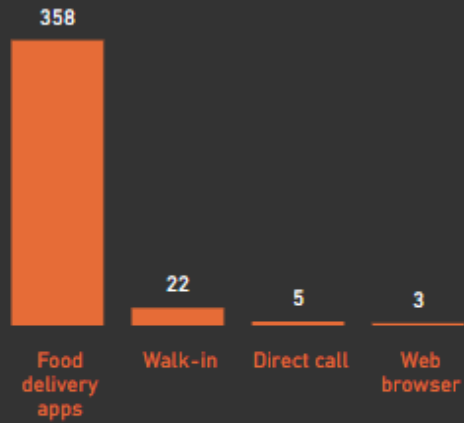
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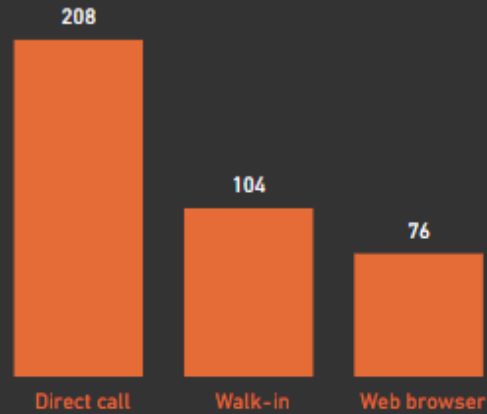
Others

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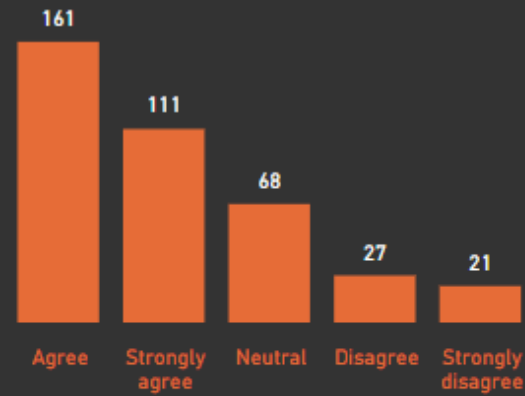
Total Customer By Medium (P1)



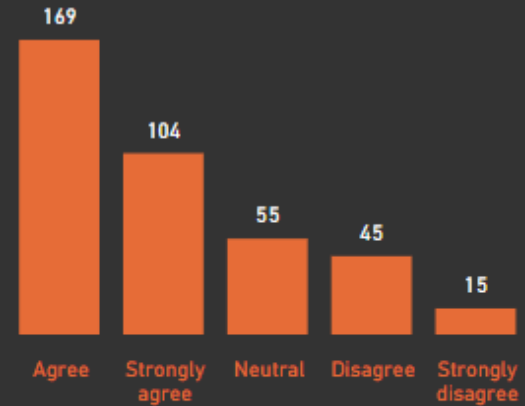
Total Customer By Medium (P2)



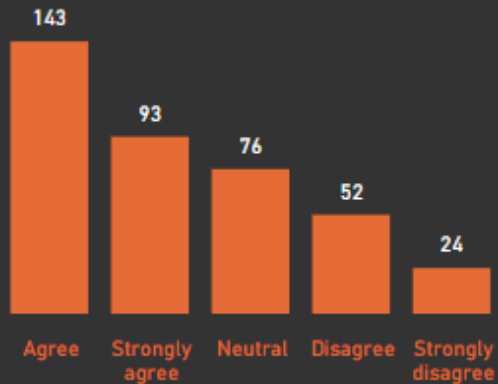
Total Customer By Good Tracking System



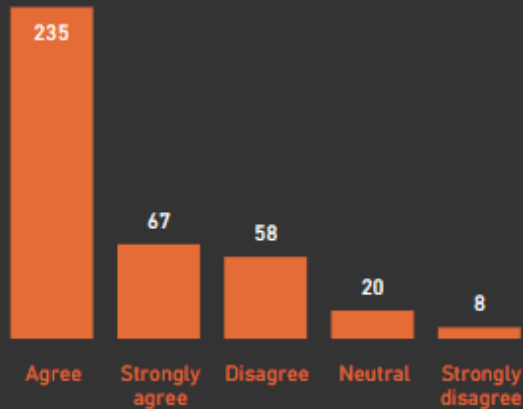
Total Customer By More Restaurant Choices



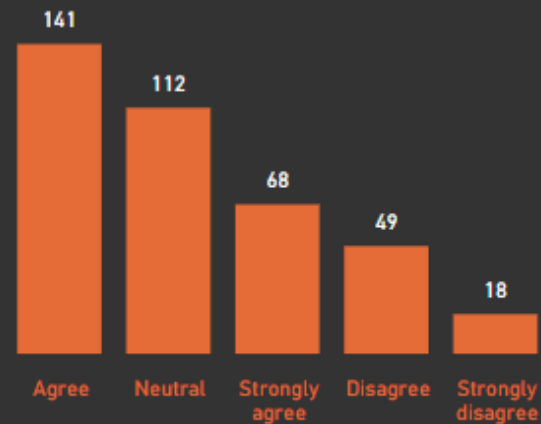
Total Customer By Easy Payment Option



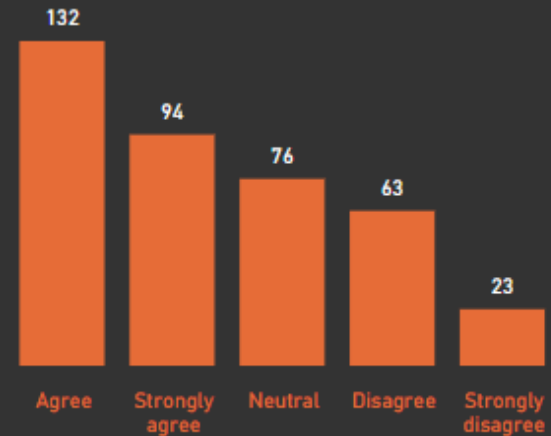
Total Customer By Ease and Convinient



Total Customer By Good Food Quality



Total Customer By More Offers and Discount



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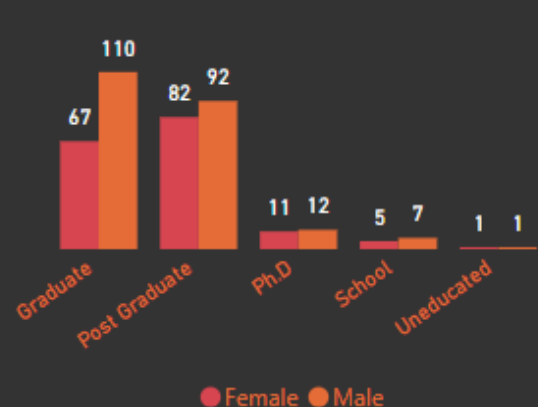
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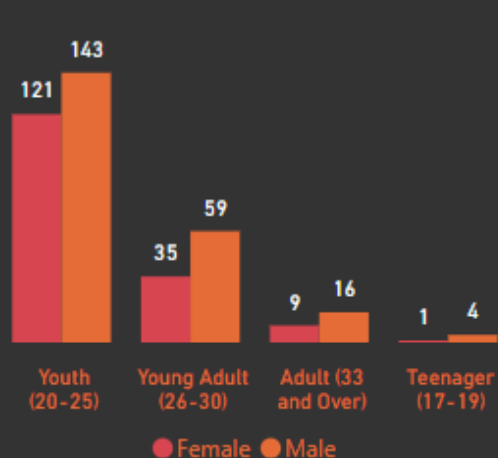
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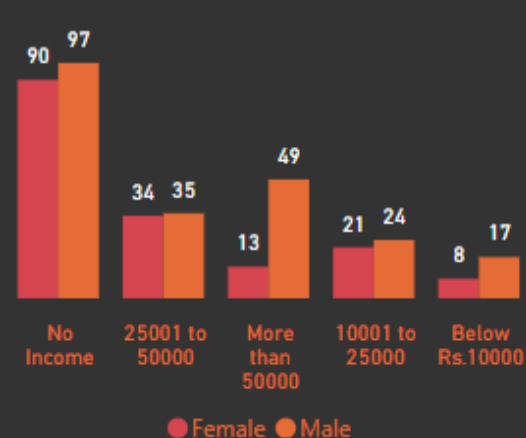
Total Customer By Educational Qualification and Gender



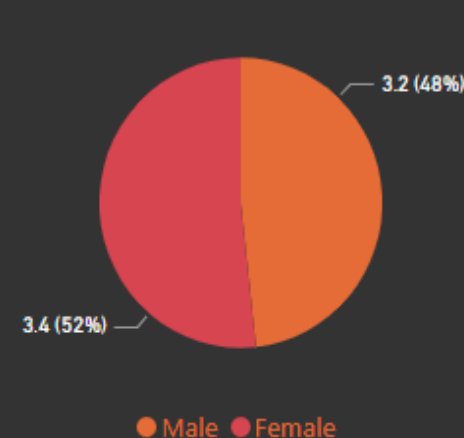
Total Customer By Age Group and Gender



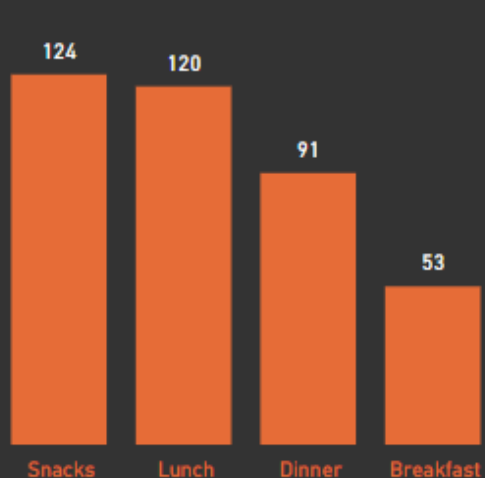
Total Customer By Monthly Income and Gender



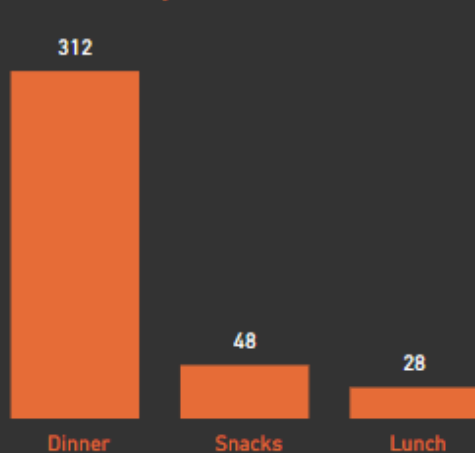
Avg Family Size by Gender



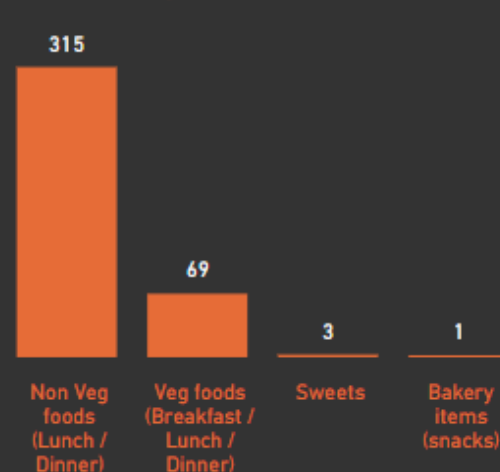
Total Customer By Meal (P1)



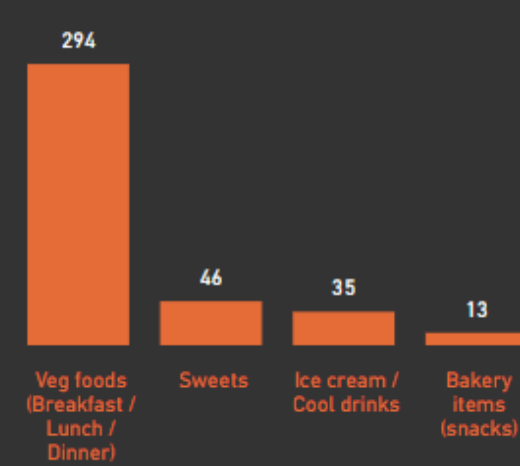
Total Customer By Meal (P2)



Total Customer By Preference (P1)



Total Customer By Preference (P2)



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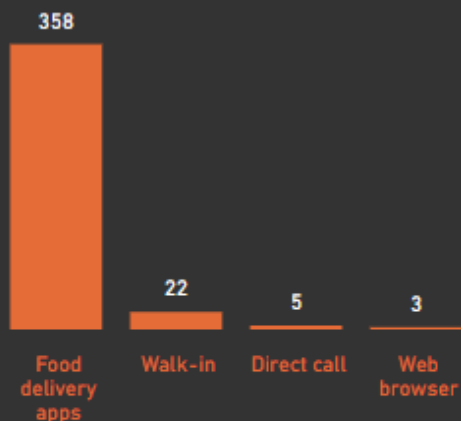
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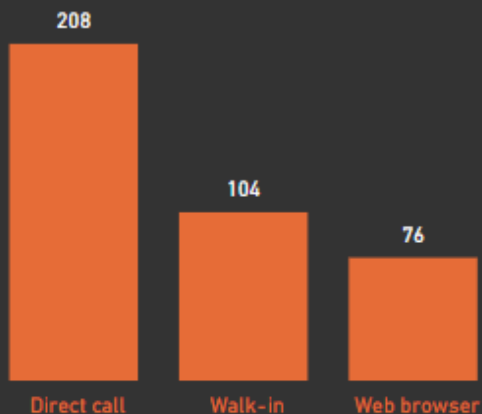
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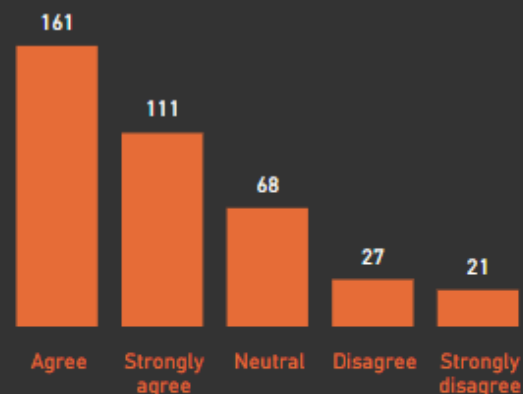
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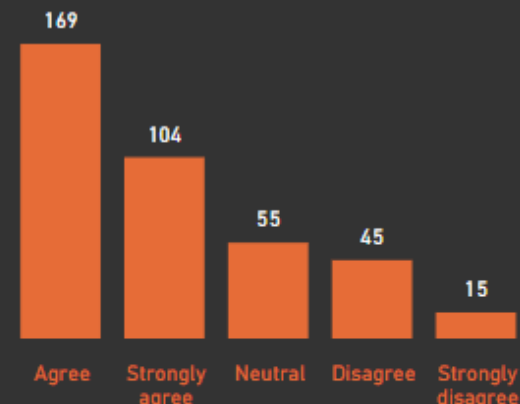
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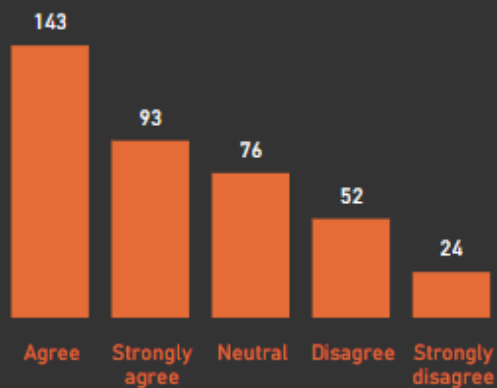
Total Customer By Good Tracking System



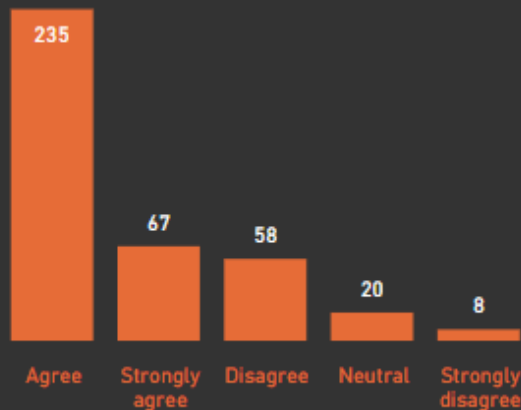
Total Customer By More Restaurant Choices



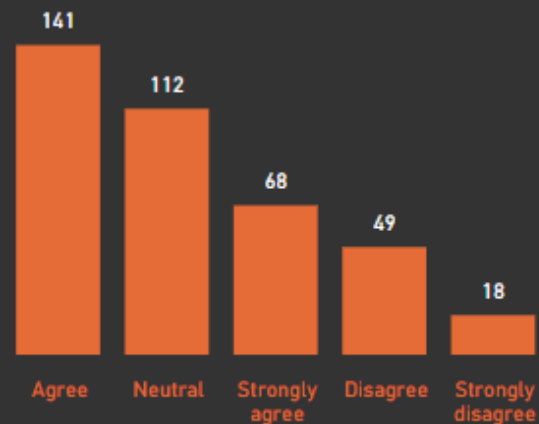
Total Customer By Easy Payment Option



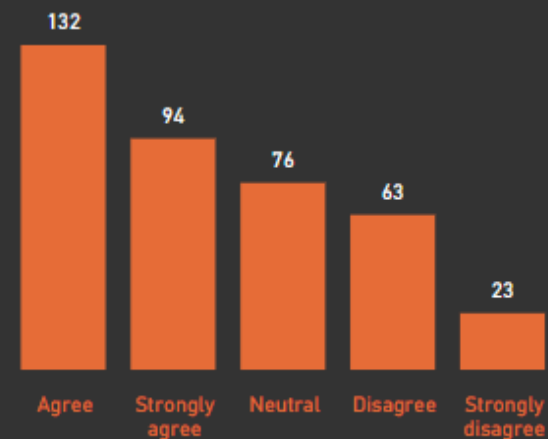
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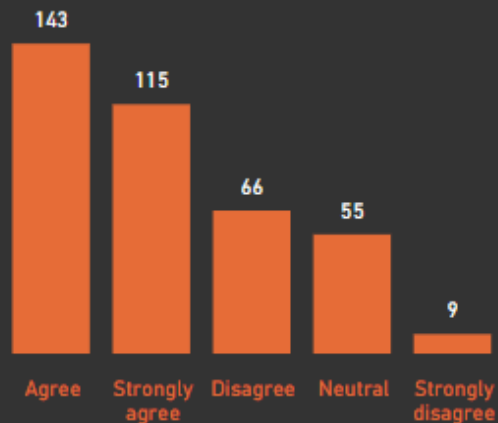
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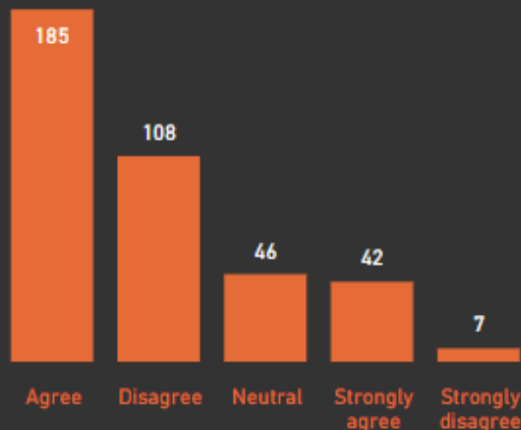
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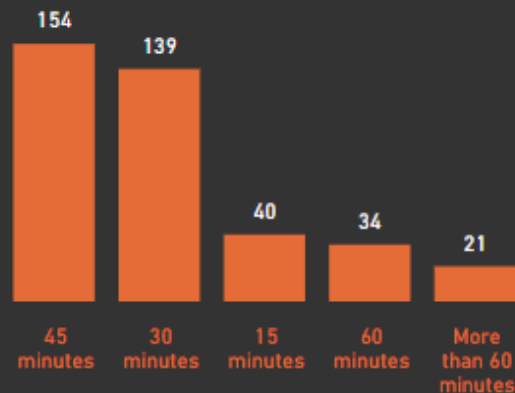
Total Customer By Time Saving



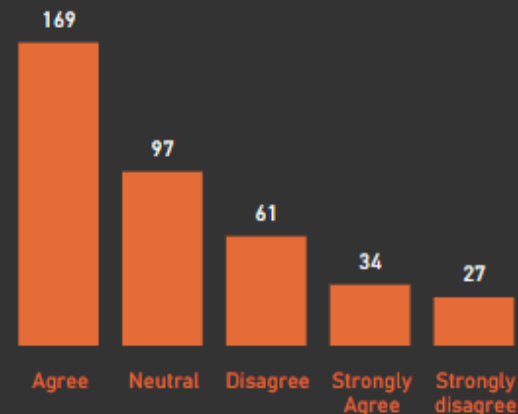
Total Customer By Long Delivery Time



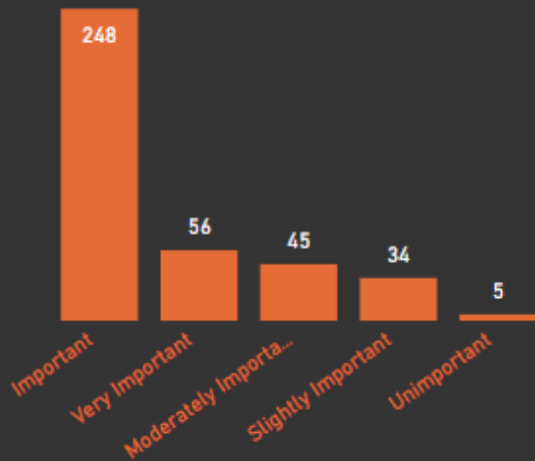
Total Customer By Maximum Wait Time



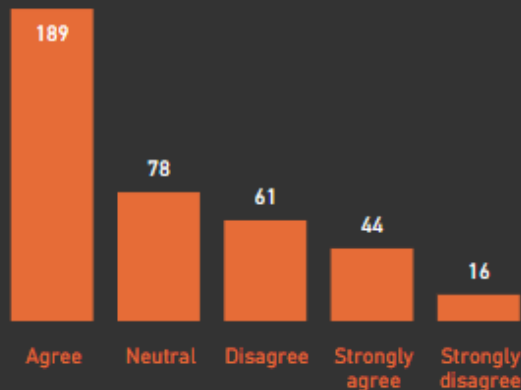
Total Customer By Low Quantity, Low Time



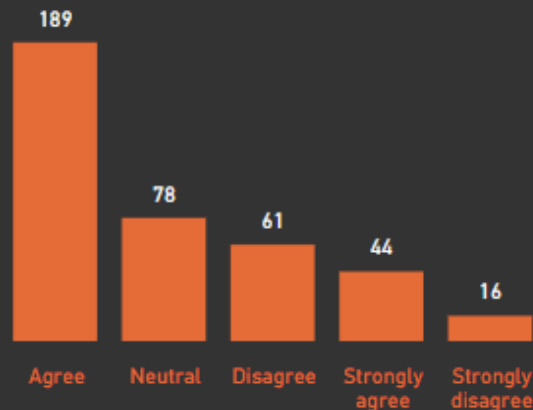
Total Customer By Less Delivery Time



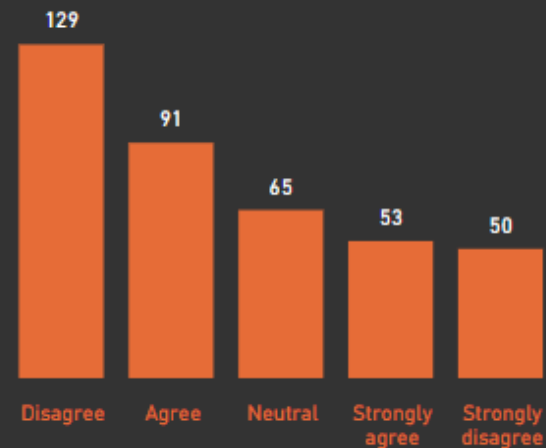
Total Customer By Delay of Delivery Person Getting Assigned



Total Customer By Delay of Delivery Person Picking Up Food



Total Customer By Wrong Order Delivered



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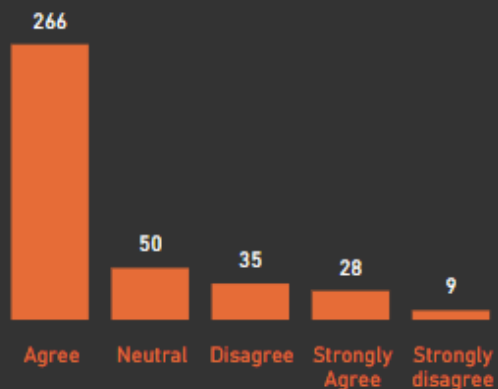
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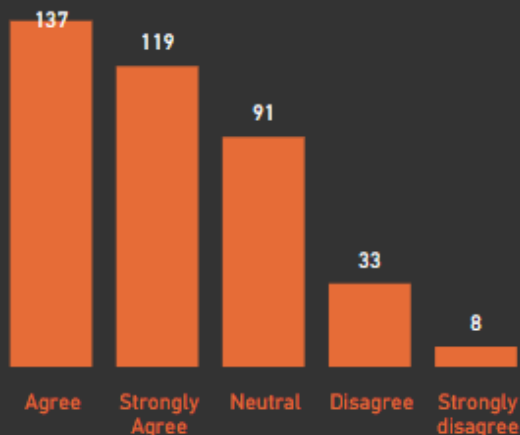
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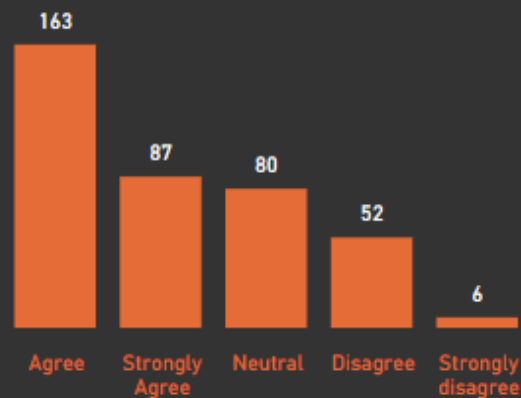
Total Customer By Residence in Busy Location



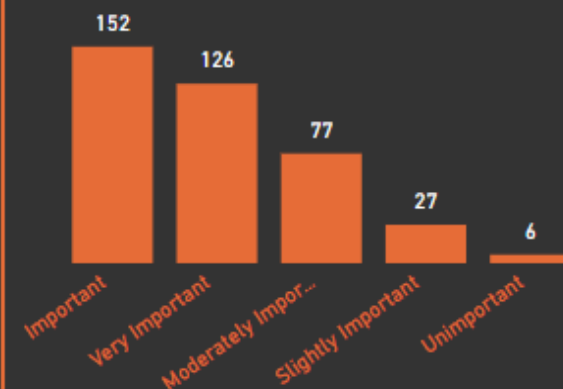
Total Customers by Google Maps Accuracy



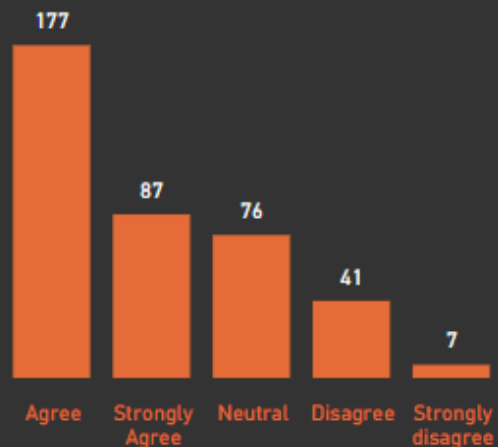
Total Customer By Delivery Person Ability



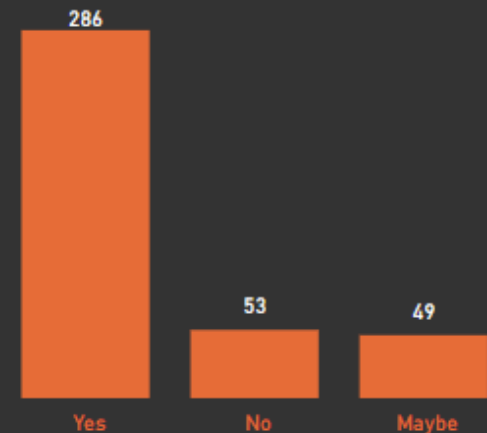
Total Customer By High Quality of Package



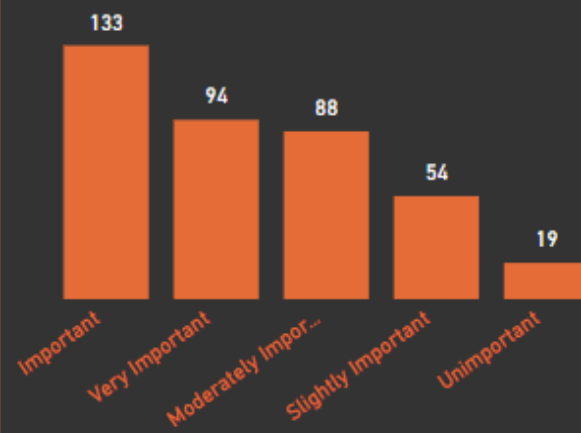
Total Customer By Good Road Condition



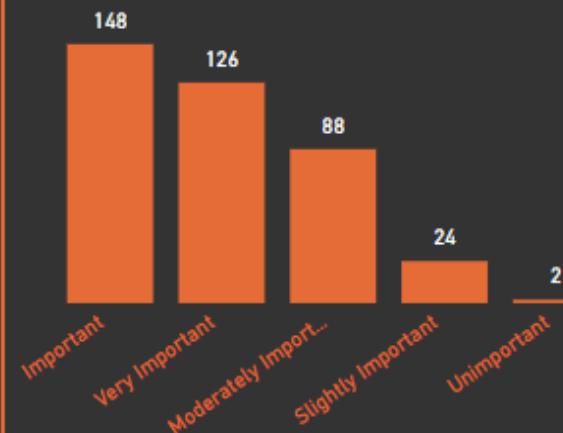
Total Customer By Influence of Rating



Total Customer By Number of Calls



Total Customer By Temperature



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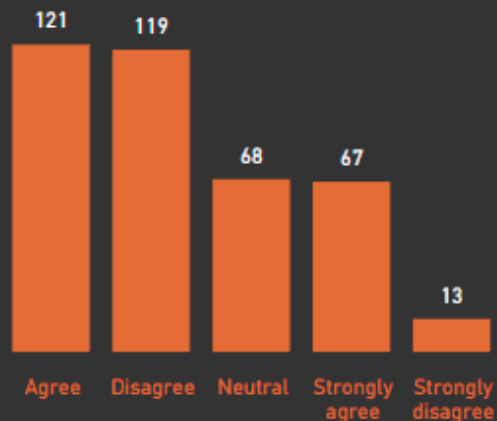
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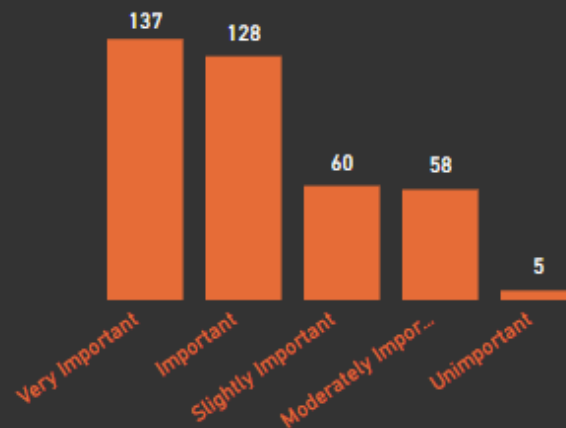
Total Customer By Health Concern



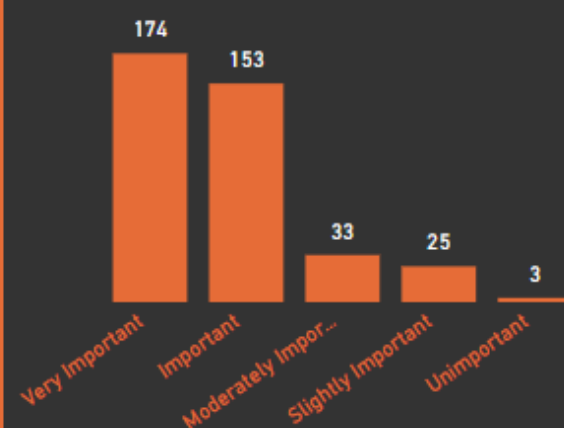
Total Customers By Good Taste



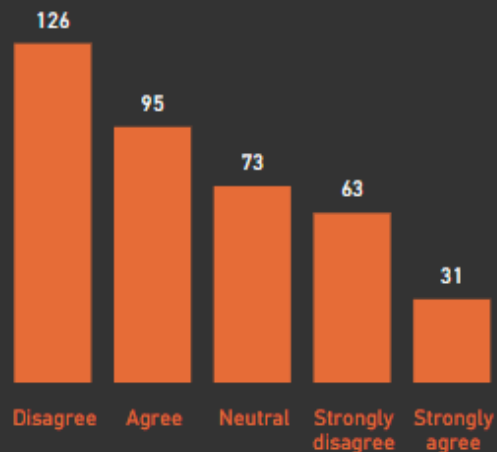
Total Customer By Freshness



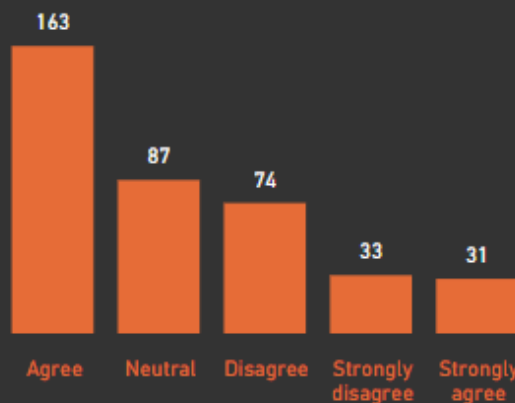
Total Customer By Good Quantity



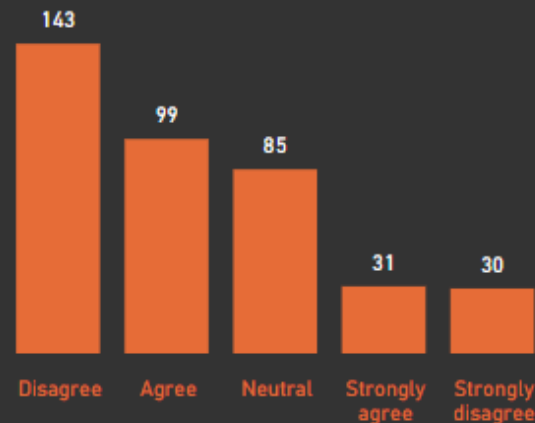
Total Customer By Unavailability



Total Customer By Late Delivery



Total Customer By Bad Past Experience



Total Customer By Politeness



