



Deliverando Graz

State of the Business

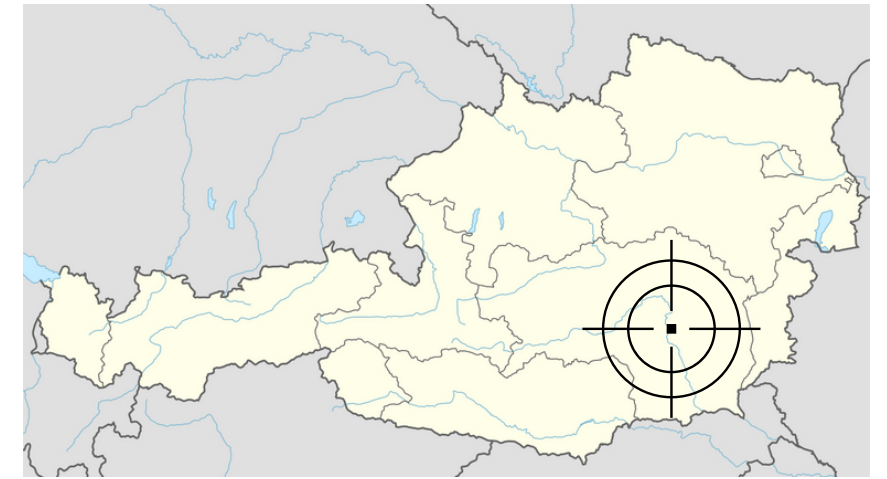
4 August 2023
Spiced Academy, Berlin

Presented by
Radek Kříček



Graz:

Well established and stable market



Active restaurants

+ 2.4 %

June	212
July	217

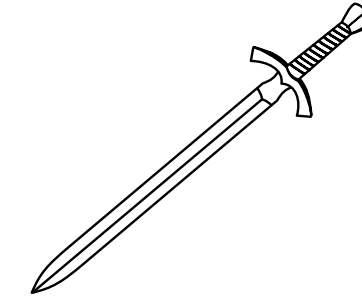
Commissionable orders

+ 4.0 %

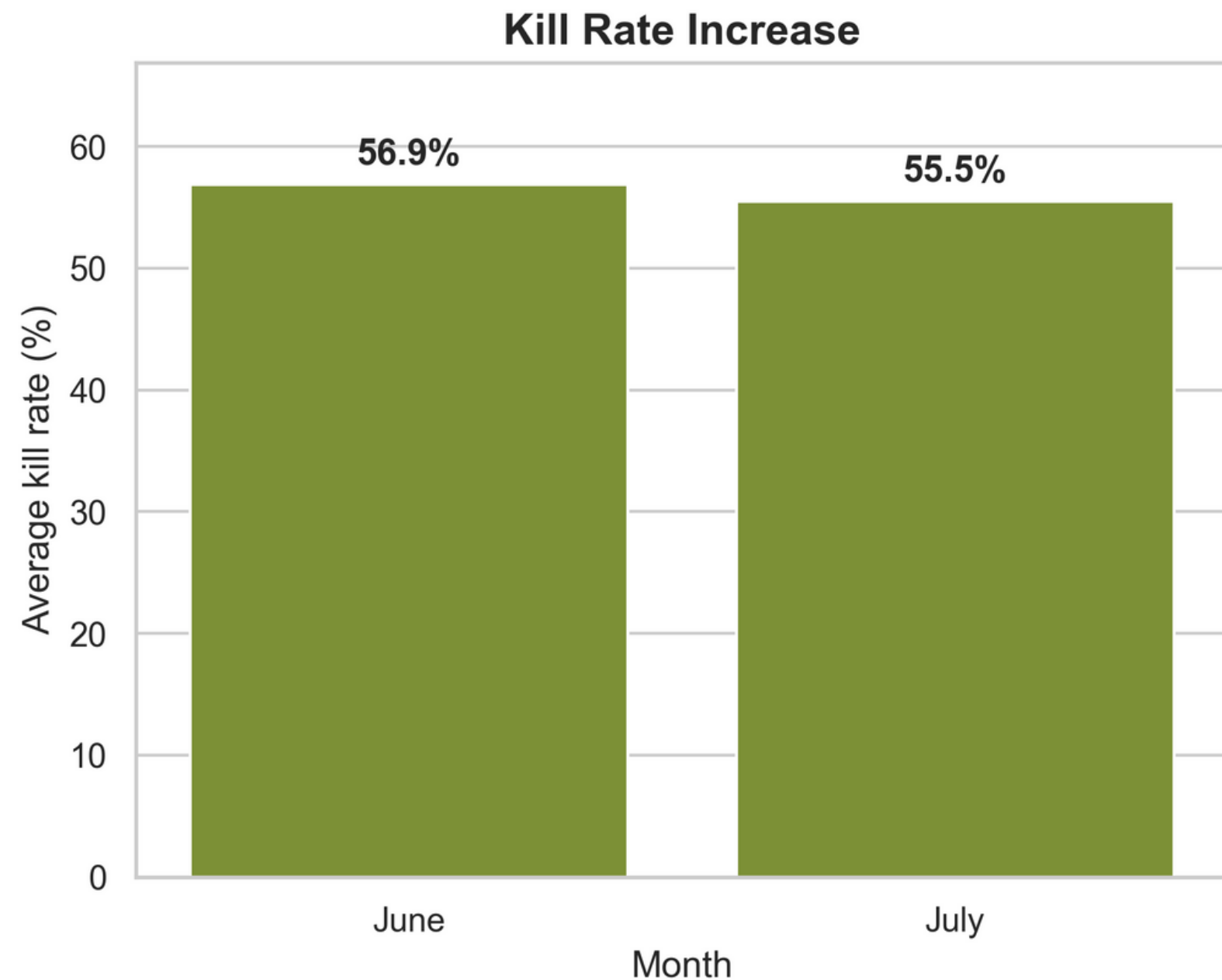
June	53,478
July	55,617

Improving KPIs

Decreasing Kill Rate



- 2.4 %



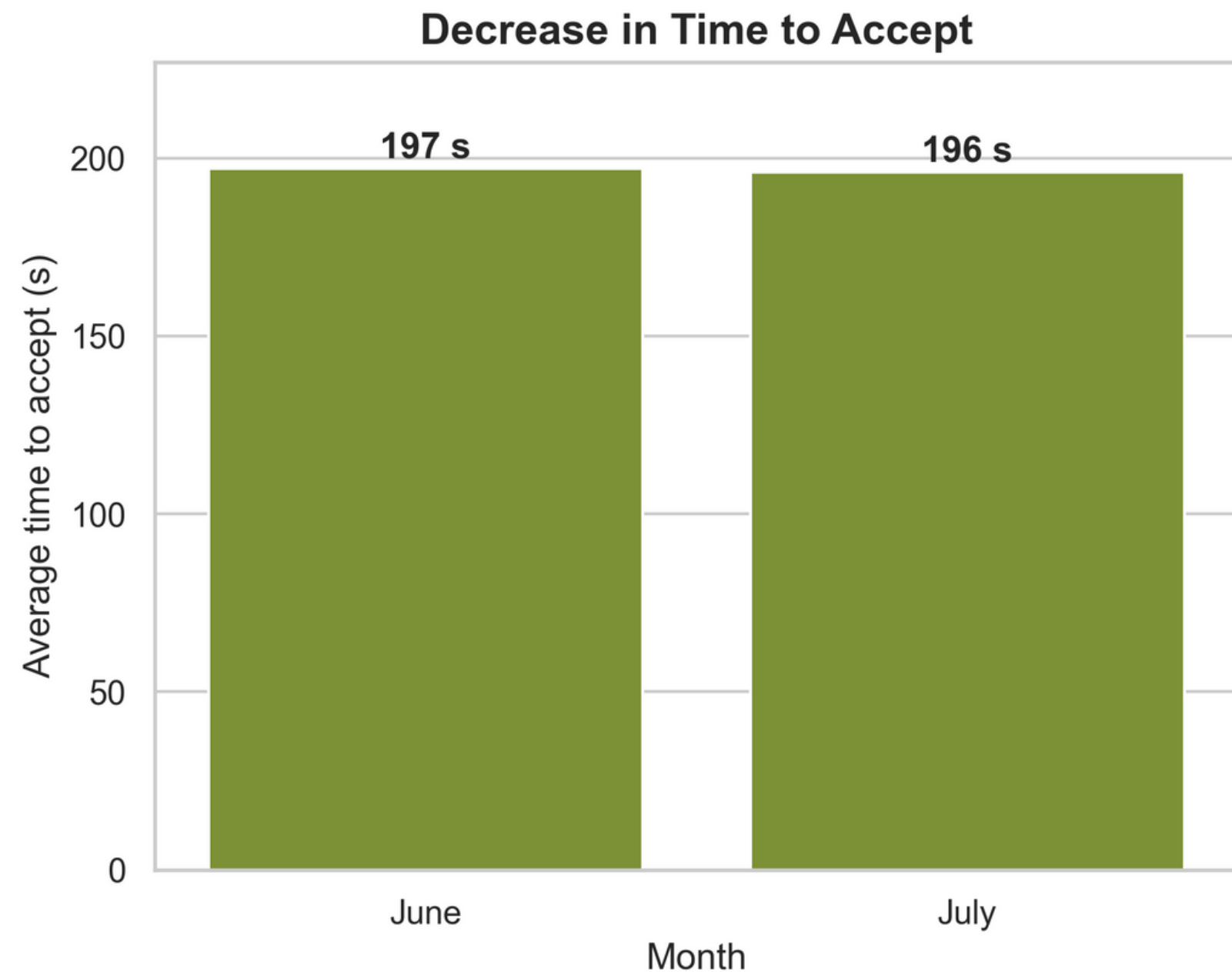
Improving KPIs

Decreasing Time to Accept



- 0.9 %

= 3.8 days in total (!)



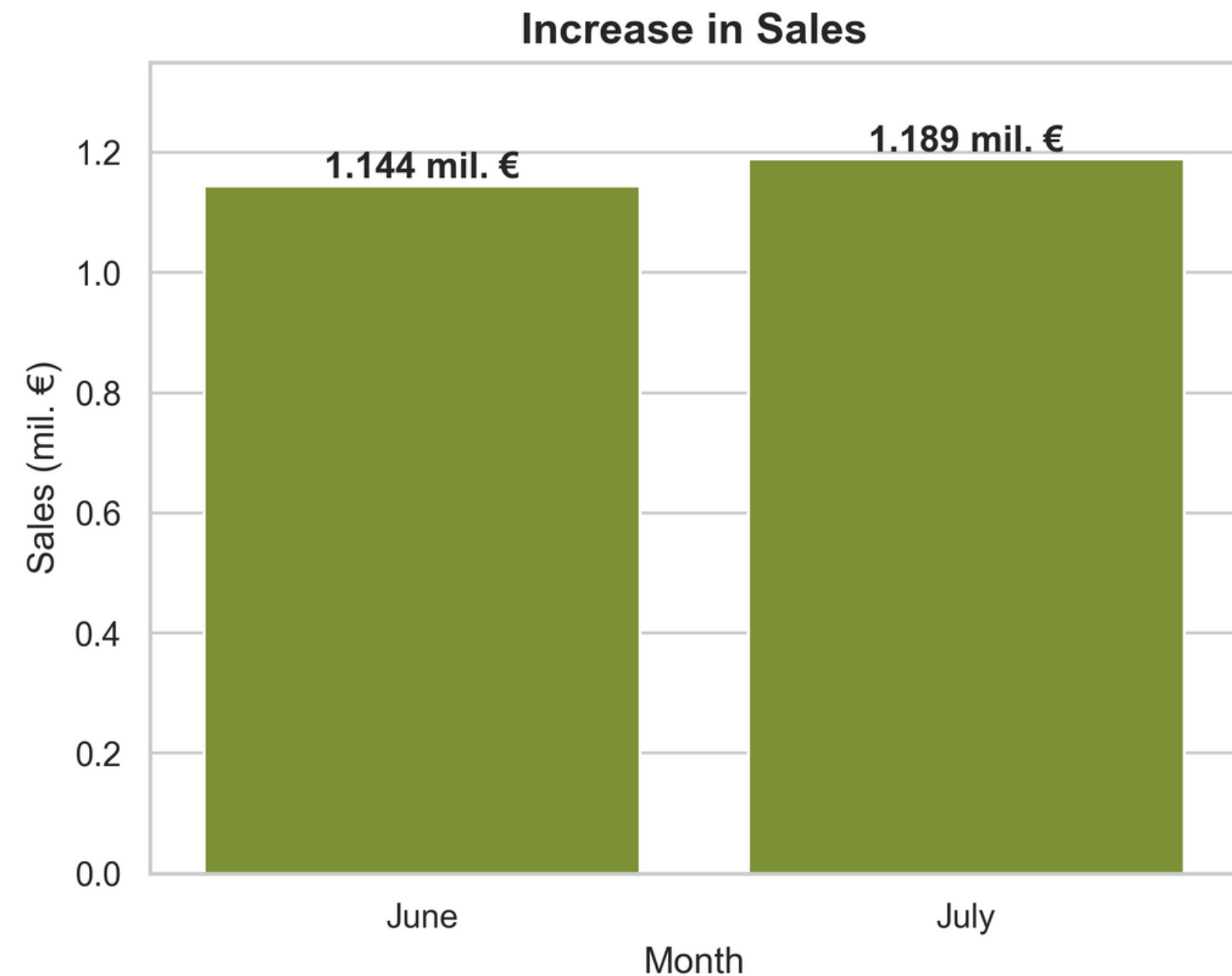
Improving KPIs

Increasing Sales



+ 4.0 %

= € 45,000

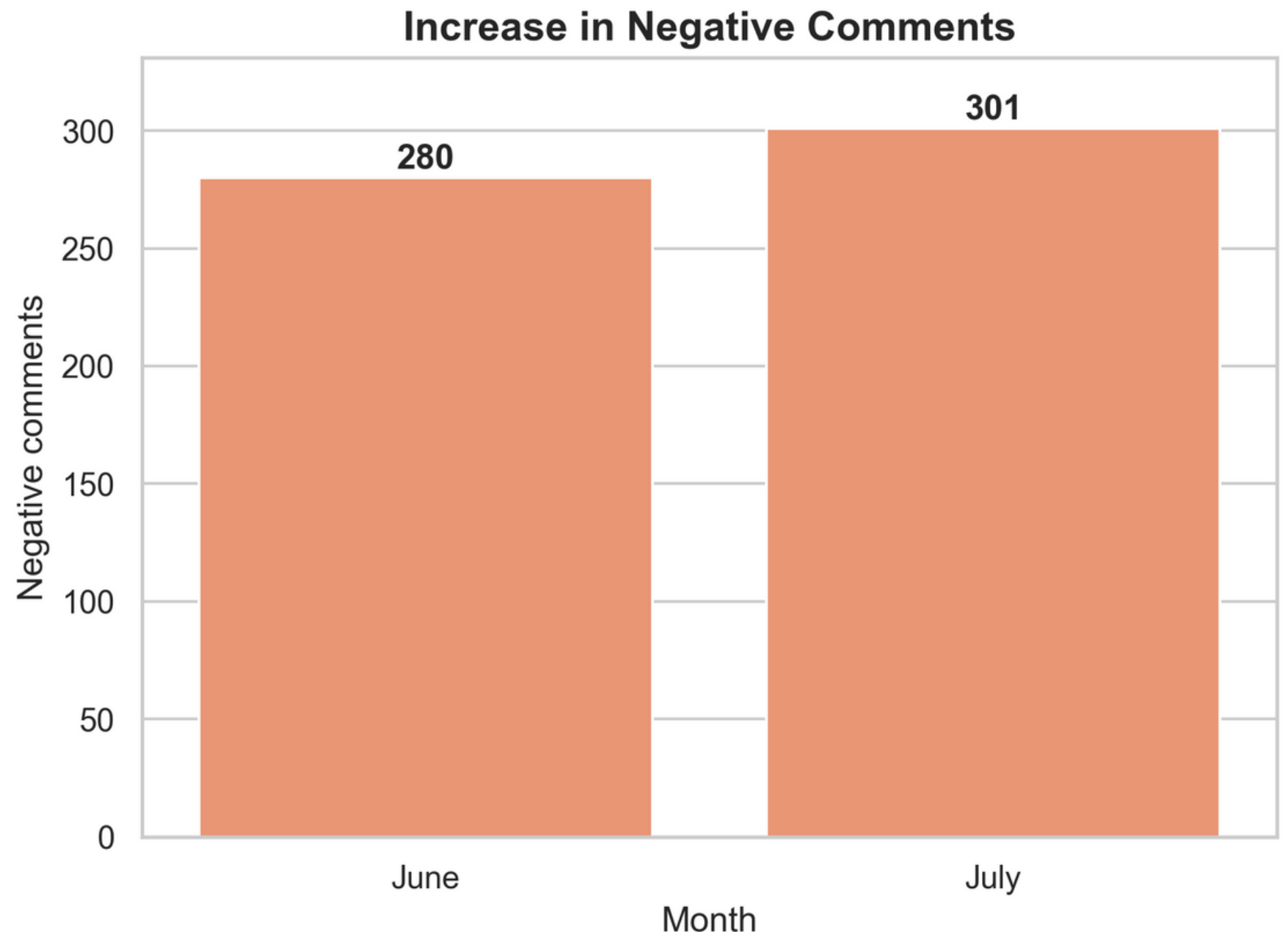


Problematic KPI



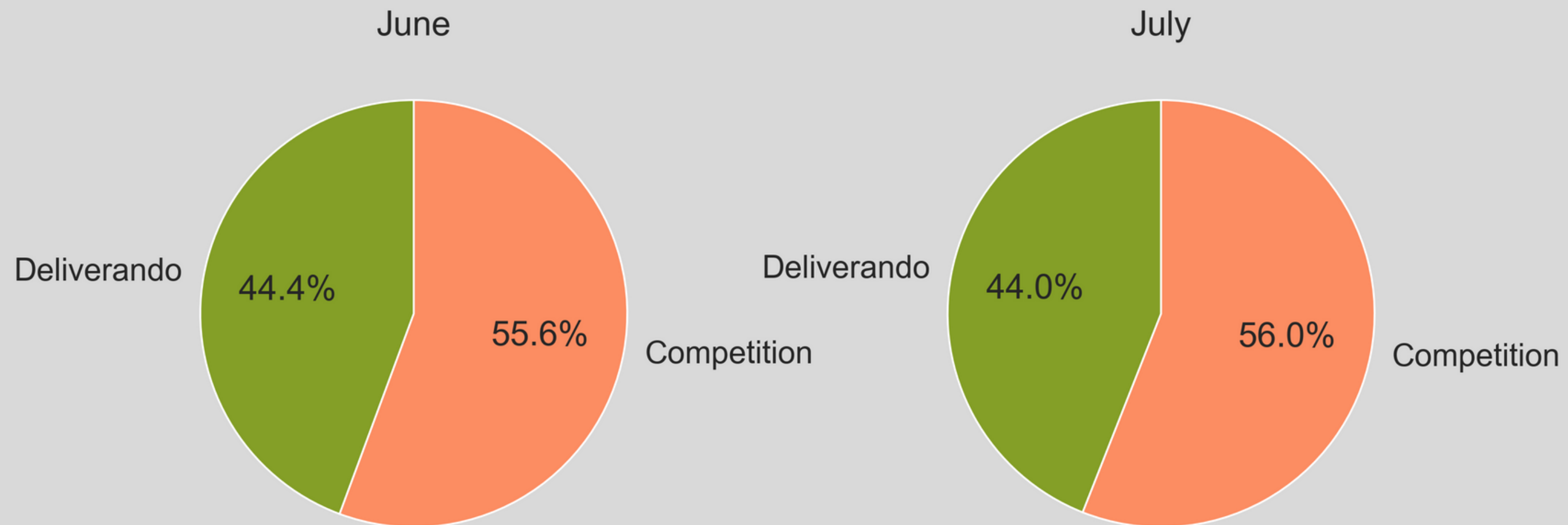
Negative Comments

+ 7.5 %



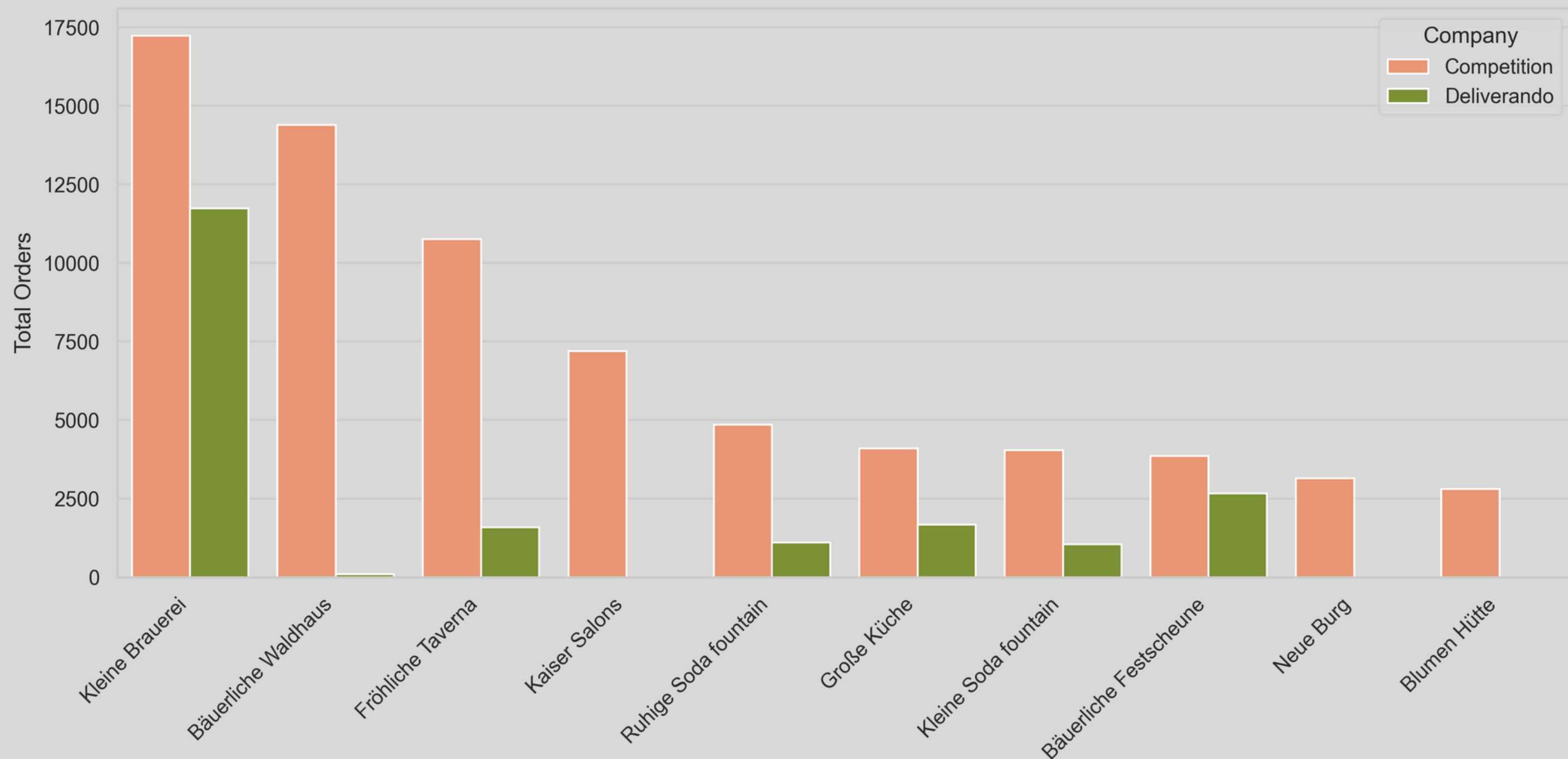
Deliverando vs Competition

Competition grows faster ($p = 0.005$)



Deliverando vs Competition

TOP10 restaurants of the competition



What We Can Do



Work with new restaurants.

118 restaurants only worked with competition.

Aim at TOP10 from the competition.

Dive into negative comments

What are the topics? Which restaurants?

Further analysis:

- **Changes due to new restaurants?**
- **Explore trends for individual restaurants.**



Questions?

rkricek@deliverando.de