

### **iSend Logistics partners with Ikobana to expand last-mile delivery services nationwide**

KUALA LUMPUR: The logistics and warehousing subsidiary of MAA Group Bhd, iSend Logistics Malaysia Sdn Bhd (iSend), is expanding its last-mile delivery services through a partnership with Ikobana Sdn Bhd (ISB), a courier and freight forwarding services provider.

iLM general manager Zamri Rahman said this strategic partnership with ISB would provide an opportunity to demonstrate iSend's position in Malaysia's first and last-mile delivery market.

"To keep up with the e-commerce boom in Malaysia, iSend will be focusing on partnerships, ramping up investment into technology and strengthening operations.

"We've identified gaps in consumer demand and will be offering exciting and newly improved products and services soon," Zamri said in a statement today.

Customers using ISB's iShop to drop and send off goods can now select iSend as their fast and reliable last-mile delivery provider and enjoy special rates.

At the same time, ISB will provide the best shipping comparisons from reputable courier companies online and offline, which is a good value for money, especially for supply-chain customers, who will also save time in the decision-making process.

For the next five years, iSend plans to expand across Malaysia by having at least 99 satellite stations supporting seven hubs in each region.

"We currently have six distribution centres and 60 satellite stations in Malaysia. The company also has a presence and originates from the Philippines," he said.

ISB president Nurhazli Ghazali said the company's outlets can now offer home pick-up for parcels using our mobile app.

With the pandemic, customers are more familiar with transactions on the internet and are happy not to go outside.

According to the Department of Statistics Malaysia, for the second quarter ended 30 June 2021, e-commerce income grew by 23.3 per cent to RM267.6 billion compared to the same quarter in 2020, while the first quarter ended 31 March 2021, income grew by 5.1 per cent.

For the whole of 2020, e-commerce income grew by 32.7 per cent to RM896.4 billion as the Covid-19 lockdowns boosted online retail transactions and transactions among businesses, particularly in the manufacturing and services sectors.

Tapping into this current landscape, iLM, whose main warehousing operations are in the Klang Valley, Penang, Johor and soon in Kuantan and Melaka, is offering cost-efficient, fast and reliable courier delivery services, not only to its corporate clients but also to the public.

<https://www.nst.com.my/business/2021/09/723243/isend-logistics-partners-ikobana-expand-last-mile-delivery-services>