Walmart GoLocal and IBM Collaboration Makes Last-Mile Delivery Easier for Retailers

IBM integrates Walmart GoLocal into its order management system to serve retailers and customers with last-mile fulfillment

NEW YORK, NY, Jan 13, 2025 – Walmart GoLocal, Walmart's white-label delivery service for retailers, and IBM (NYSE:IBM) announced the integration of Walmart GoLocal into IBM Sterling Order Management, combining a leading order management platform with last-mile delivery. IBM retail clients that sign up with Walmart GoLocal can now quickly integrate Walmart GoLocal's suite of last-mile delivery solutions into their business system.

Last-mile is often considered the most difficult and costly step in the supply chain, and can be further complicated by rising consumer expectations around shortened delivery timeframes. Walmart GoLocal offers a full range of last-mile solutions to any retailer looking to improve their last-mile delivery and better serve their customers.

The new collaboration aims to simplify the operational workflow for IBM clients looking to partner with Walmart GoLocal for their deliveries. When an order is placed and ready to ship, IBM's order management system allows for the selection of a delivery service provider, now including Walmart GoLocal's extensive suite of delivery capabilities including same-day, next-day, multi-day, scheduled, batched deliveries and big & bulky. Additionally, the integration is designed to be user-friendly and highly customizable, mitigating the need for extensive development or complex modifications.

"As a last-mile delivery partner built by retail, for retail, Walmart GoLocal is committed to streamlining the last-mile delivery process for our clients," said Rina Hurst, vice president of Walmart GoLocal. "By integrating Walmart GoLocal into IBM Sterling, we're taking convenience to the next level. IBM customers can now tap into Walmart GoLocal's extensive last-mile delivery network and robust suite of delivery capabilities, empowering them to enhance efficiency and grow their business."

"I'm excited to see IBM's expertise in order management and interoperability paired with Walmart GoLocal's experience and scale, driving innovation and success in inventory optimization and last-mile delivery," said Chris Townsend, global managing director for Walmart at IBM.

Walmart GoLocal and IBM will showcase their collaboration at the National Retail Federation 2025 conference and expo (NRF

25) and will host a joint fireside chat at IBM Booth #4639 with Hurst and Townsend on Tuesday, January 14, 2025 at 11:30 am ET.

For more information on Walmart GoLocal, visit www.walmartgolocal.com. For more information on IBM, visit https://www.ibm.com/us-en.

About Walmart GoLocal

Walmart GoLocal offers businesses white-labeled, reliable delivery and fulfillment solutions. Backed by Walmart's deep retail and logistics expertise, Walmart GoLocal partners with retailers and other businesses to activate delivery and fulfillment solutions to grow and scale their businesses. Launched in August 2021, Walmart GoLocal has enabled millions of deliveries for businesses nationwide with a 98%+ on-time, same-day delivery rate and no hidden fees. For more information on Walmart GoLocal, visit www.walmartgolocal.com.

About IBM

IBM is a leading provider of global hybrid cloud and AI, and consulting expertise. We help clients in more than 175 countries capitalize on insights from their data, streamline business processes, reduce costs and gain the competitive edge in their industries. More than 4,000 government and corporate entities in critical infrastructure areas such as financial services, telecommunications and healthcare rely on IBM's hybrid cloud platform and Red Hat OpenShift to affect their digital transformations quickly, efficiently and securely. IBM's breakthrough innovations in AI, quantum computing, industry-specific cloud solutions and consulting deliver open and flexible options to our clients. All of this is backed by IBM's long-standing commitment to trust, transparency, responsibility, inclusivity and service.

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