



# CUSTOMER STORY

In 2011 SAVOYE implemented its WMS solution in one of Auchan's new e-commerce warehouses located in the north of France. It then went on to deploy the SAVOYE solution throughout all its e-commerce logistics sites in France

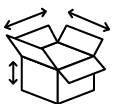
## TARGETS

- 01 Improve customer satisfaction
- 02 Ensure real-time stock management, and the preparation of B2C orders
- 03 Devise processes suited to each category of product

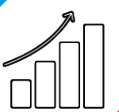
## WHY SAVOYE?

- For its expertise in retail
- Its project support in France and abroad
- A solution to cross-channel sales and the distinctive nature of online sales

## RESULTS



**99,99% PREPARATION ACCURACY**



**+40% PRODUCTIVITY IN 3 YEARS**



**SIGNIFICANTLY IMPROVE QUALITY INDICATORS**



**Quentin BENAULT**  
Supply Chain Manager  
Auchan e-commerce

“We have with SAVOYE a quality partnership which allows us to build a dynamic, flexible and agile e-commerce logistics in France to improve the shopping experience of our customers.”



AUCHAN HAS DEPLOYED THE SAVOYE WMS SOLUTION THROUGHOUT ITS E-COMMERCE ACTIVITIES.

As a result of having proved itself to be both agile and quick to implement in France, the WMS solution has now been deployed on other platforms abroad.

Several claims in favour of SAVOYE proved decisive: the fact that it shares the same strategic vision as Auchan's General Management, the editor's great references in the e-commerce sector, its skills in terms of retail preparation, and standards that fully meet the distributor's specification requirements.

As far as Quentin BENAULT, Auchan's E-Commerce Supply Chain Manager, is concerned, the particular nature of online sales, such as real time stock management, BtoC order preparation, prepacking management, the various packing solutions, the heterogeneity of products, the carriers' schedule, and label and EDI management required an adapted information system that was potentially different from that used for the logistic purposes of Auchan's other retail activities.

*"We have with SAVOYE a quality partnership which allows us to build a dynamic, flexible and agile e-commerce logistics in France to improve the shopping experience of our customers."* explains Quentin BENAULT.

And finally, this project is fully in line with the cross-channel strategy already deployed by the distributor. Prior to this WMS solution being adopted for e-commerce activities, SAVOYE solutions were already being used by Auchan for its Chronodrive drive-thru shopping activities.