

# CUSTOMER STORY

Coop Liguria, which enables its members and customers to order their shopping online, for delivery to their home or to the dock sides of Ligurian marinas. Shopping can also be collected free of charge on the car parks of certain stores or from 24-hour distributors installed by Coop.

## TARGETS

- 01 Process and prepare the shopping carts of all COOPSHOP site users
- 02 Increase production capacity exponentially
- 03 A project in a warehouse previously dedicated to stock and miscellaneous articles

## RESULTS



### CUSTOMER SATISFACTION



### SIGNIFICANT IMPROVEMENT IN WORKING CONDITIONS FOR EMPLOYEES



### IMPROVED DELIVERY LEAD TIMES

## WHY SAVOYE?

- Our capacity to adapt to existing spaces
- We work hand in hand with Coop teams
- We deliver an extremely compact solution



**Giovanni CLAVARINO**  
E-commerce manager

The extremely compact solution deployed by SAVOYE maximizes the space inside our warehouse and enables us to manage both traditional and online shopping. Our primary objective is to offer our members an ever better service to satisfy all their needs.