



# CUSTOMER STORY

#general merchandise

#software

#WMS

To meet the unique demands of e-commerce logistics, Auchan has chosen SAVOYE's WMS. This proven solution supports omnichannel challenges and efficiently handles diverse logistics flows both in France and internationally.

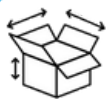
## TARGETS

- 01 Improve customer satisfaction
- 02 Ensure real-time stock management
- 03 Devise processes suited to each category of product

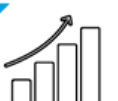
## WHY SAVOYE?

- For its expertise in retail preparation
- 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

"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 INSTALLS SAVOYE'S WMS FOR ITS E-COMMERCE ACTIVITIES

SAVOYE's WMS, recognized for its agility and rapid deployment in France, has also been rolled out across several international platforms. Its selection was supported by a shared strategic vision with Auchan's management, strong experience in the e-commerce sector, proven capabilities in piece picking, and operational standards that aligned closely with the retailer's requirements.

The system is tailored to address the specific needs of online retail operations, including real-time inventory management, B2C order preparation, pre-packaging, multiple packaging formats, product diversity, carrier scheduling, and integration of labels and EDI flows. It provides a logistics setup distinct from that used in other Auchan Retail supply chains.

This deployment is part of the retailer's broader omnichannel strategy. Prior to its use for e-commerce operations, SAVOYE's solutions were already implemented for the brand's drive-through services via Chronodrive. The e-commerce solution developed with SAVOYE now enhances responsiveness, flexibility, and operational agility, all contributing to improved customer satisfaction.