

Coop Liguria allows its members and customers to place orders online and have their purchases delivered either to their homes or to the docks of Ligurian marinas. Groceries can also be picked up for free in the parking lots of certain stores or from Coop-installed lockers that are available 24/7.

TARGETS

- 01 Prepare purchases for all users of the COOPSHOP website
- 02 Increase production capacity
- 03 A project dedicated exclusively to stock and miscellaneous items

WHY SAVOYE?

- Ability to adapt to existing spaces
- Working in close collaboration with Coop teams
- Providing an extremely compact solution

RESULTS



CUSTOMER SATISFACTION



IMPROVEMENT OF WORKING CONDITIONS



ENHANCEMENT OF DELIVERY TIMES



Giovanni CLAVARINO
E-commerce Manager

“The extremely compact solution implemented by SAVOYE maximizes our warehouse space and allows us to manage both traditional and online purchases. Our primary goal is indeed to provide our members with an even better service, capable of meeting all their needs.”



The MFC system installed in the Bolzaneto hypermarket warehouse in Genoa will be able to process and prepare orders for all users of the website coopshop.it.

“This ambitious project was made possible thanks to the determination and professionalism of the Coop team. We worked side by side to find the optimal solution,” says Massimo Cecchinato, General Manager of SAVOYE Italy.

THE SLOPE OF A MOUNTAIN, SPACES TO BE ADAPTED, AND CONSTRAINTS IMPOSED BY AN EXISTING STRUCTURE ARE SOME OF THE CHALLENGES FACED BY THE SAVOYE TEAM DURING THE DEVELOPMENT OF THE MFC (MICRO FULFILLMENT CENTER) PROJECT COMMISSIONED BY COOP LIGURIA FOR THE BOLZANETO STORE IN GENOA.

The system, consisting of ambient and controlled temperature modules, will manage various types of products using efficient order picking stations. In addition to increasing production capacity, it will significantly improve the working conditions for the teams.

A separate station will be dedicated to order receipt, with traditional preparation methods continuing. Operations will be managed by SAVOYE's WES software, which will handle the buffering of all orders and synchronize deliveries, allowing Coop to deliver at different times of the day and thereby increase customer satisfaction.

Additional benefits include improved order preparation, reduced delivery times, and the management of box storage in the warehouse's transit aisles to effectively address space constraints.

“We realized it was time to invest in new technology. The extremely compact solution implemented by SAVOYE will maximize our warehouse space, enabling us to manage both traditional and online purchases. For us, this project is very important and significant, going beyond merely achieving better performance: our primary goal is to offer our members an even better service that meets all their needs,” concludes Giovanni Clavarino, E-commerce Manager at Coop Liguria.