

**Bergerat
Monnoyeur**

CAT

CUSTOMER STORY

#industrialsupplies

#automation

#software

Bergerat Monnoyeur, Caterpillar's exclusive dealer, has modernized its distribution center and optimized its logistics operations with SAVOYE's automated and ODATiO solutions, significantly improving productivity and service quality for its customers.

TARGETS

- 01 Ensure customer service availability and responsiveness
- 02 Improving productivity and working conditions
- 03 Achieving operational excellence

WHY SAVOYE?

- Deployment of a comprehensive software and automation solution
- Expertise in complex multi-reference environments
- Technology at the service of customer performance

RESULTS



SITE ACTIVITY UP 20%



98% OF ORDERS DELIVERED ON TIME



+80,000 ITEMS STORED IN A VERY SMALL FOOTPRINT

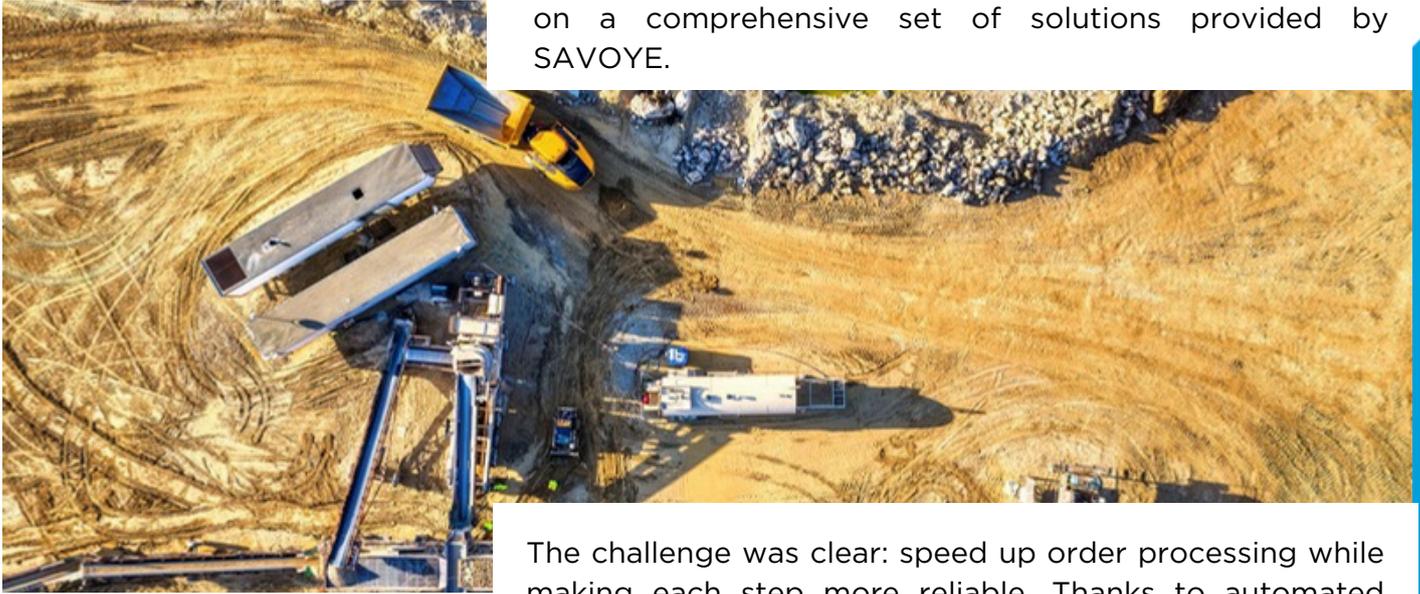


Céline AMMARI

Site Manager and Supply Chain Spare Parts

This project marked a real turning point in terms of productivity: we went from nearly two hours to around ten minutes between receiving the order and making the package available. This speed is essential to meeting our commitments to our customers.

For Bergerat Monnoyeur, logistics performance is a direct driver of customer satisfaction. Faced with growing volumes and ever-increasing demands in terms of delivery times, the company has transformed its organization around a new distribution center in Amblainville, relying on a comprehensive set of solutions provided by SAVOYE.



BERGERAT MONNOYEUR IS RADICALLY TRANSFORMING ITS LOGISTICS PERFORMANCE WITH A HIGHLY AUTOMATED PLATFORM THAT GUARANTEES THE AVAILABILITY OF CRITICAL PARTS FOR ITS CUSTOMERS.

The challenge was clear: speed up order processing while making each step more reliable. Thanks to automated flows and a goods-to-person organization, operators no longer have to move to the products: the 80,000 items stored in a small footprint come to them. This change has significantly increased productivity while reducing preparation errors. Orders are now processed in an average of 10 minutes, even during peak periods.

Preparation and shipping have been completely streamlined: the 2,000 to 2,500 packages prepared daily are automatically routed, adjusted to their actual volume to avoid empty transport, and then secured before departure. This optimization improves both the perceived quality upon receipt and control of transportation costs.

At the same time, shipment management has been redesigned to ensure the best compromise between delivery time and cost. The system automatically selects the most suitable carrier based on urgency and destination, offering greater delivery reliability and complete visibility of the shipment.

In concrete terms, the cut-off time is set at 6 p.m. and orders are prepared until 7 p.m., enabling delivery as early as 7 a.m. the next day. This strong commitment guarantees customers rapid availability of parts and optimal business continuity, enabling Bergerat Monnoyeur to envisage 20 to 30% growth at the site over the next few years.