



OPTIMIZED  
**ORDER  
PREPARATION**

**CUSTOMER STORY**



# RESPONSIVENESS SERVING GARAGES

**AT THE CORE OF CDPR'S  
EXPERTISE LIES THE SPEED  
AND EFFICIENCY OF  
DELIVERIES TAILORED TO  
AUTOMOTIVE  
PROFESSIONALS.**

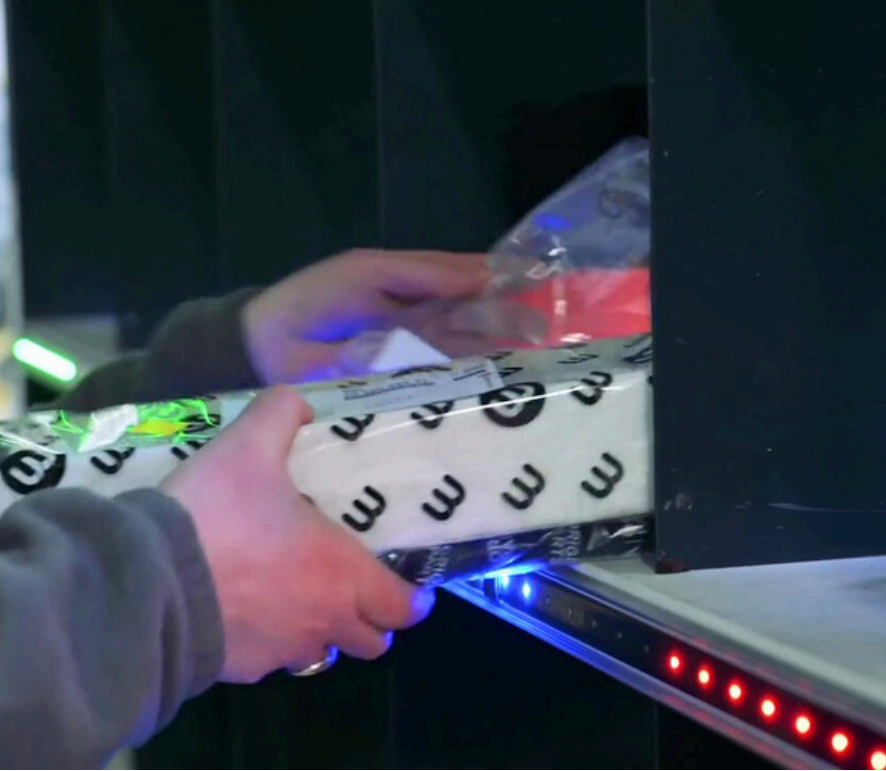
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CDPR, a spare parts platform owned by Emile Frey and Groupe Bernard, stands out for its efficiency and quality service. Located in Belmont-Tramonet, this platform covers an area of 11,000 m<sup>2</sup> and employs 160 people daily. Its crucial role is to ensure the delivery of automotive spare parts twice daily to its customers, mainly garages. With very tight delivery deadlines of H+4, or even H+2 for the nearest sectors, CDPR prepares and dispatches approximately 10,000 order lines every day.

## LES SOLUTIONS DÉPLOYÉES

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- > WMS SAVOYE
- > PUT TO LIGHT CABINET



**TO MEET THE GROWING DEMANDS OF ITS CLIENTS AND SUPPORT ITS EXPANSION, CDPR RELIES ON IMPECCABLE LOGISTICAL ORGANIZATION. THESE EFFORTS AIM TO ENSURE MAXIMUM EFFICIENCY AND UNPARALLELED CUSTOMER SATISFACTION.**

## **THE OBJECTIVES**

### **MEETING THE COMPANY'S AMBITIONS**

CDPR aims to increase the number of references available to its clients. This ambitious goal relies on impeccable logistical organization.

### **INCREASING RESPONSIVENESS**

Speed of delivery is essential, and CDPR strives to meet extremely tight deadlines to satisfy its clients' expectations.

### **OPTIMIZING PREPARATION ACCURACY**

CDPR aims to enhance the reliability of order preparation, particularly for those with fewer than 30 lines, to ensure maximum efficiency.





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SAVOYE HAS BEEN SUPPORTING US WITH THE WMS SINCE THE LAUNCH OF THE PLATFORM. THEIR EXPERIENCE WITH PUT-TO-LIGHT SYSTEMS MOTIVATED US TO ENGAGE THEM AGAIN FOR OUR PROJECT.

CLÉMENT PERRIN  
LOGISTICS DIRECTOR

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## THE RESULTS

### CUSTOMER SATISFACTION

Thanks to its constant efforts to improve service, CDPR has successfully increased customer satisfaction, meeting their expectations efficiently and promptly.

### ENHANCED SERVICE QUALITY

By focusing on quality, CDPR has been able to provide better service, reducing errors and increasing delivery reliability.

### RESPONSIVENESS

By batching orders, CDPR has optimized preparation times, significantly improving its responsiveness and ability to meet tight delivery deadlines.

## Quality and Responsiveness



