



MEAL DELIVERY  
SERVICE  
**FOR SENIORS**

**CUSTOMER STORY**

# INDEPENDENT FROM PRODUCTION TO DELIVERY

**CLÉMENCE & ANTONIN HAS BEEN A SPECIALIST IN HOME MEAL DELIVERY FOR SENIORS FOR OVER 10 YEARS.**

Experiencing strong growth since its inception, the company opened its logistics depot in Neuville-de-Poitou, in the Vienne, in September 2019 and launched its own production unit in 2022. This unit ensures the production of 145,000 meals per quarter. "These developments have enabled us to be self-sufficient from production to delivery of meals to our users. At the same time, we have also ensured the development of the Clémence & Antonin brand through franchises, with the first agency in Nantes. Four new ones will soon be established, notably in Rennes, Bordeaux, and Tours," says Stéphane OMER, president of Clémence & Antonin.

## DEPLOYED SOLUTION

> PICK-TO-LIGHT EQUIPPED  
WITH LED STRIPS



**OVER THE PAST 10 YEARS, CLÉMENCE & ANTONIN HAS SIGNIFICANTLY EXPANDED ITS BUSINESS. TO SUPPORT ITS GROWTH, THE COMPANY HAS TRANSFORMED ITS ORDER PREPARATION PROCESSES WITH THE HELP OF SAVOYE.**

## **THE OBJECTIVES**

### **IMPROVING PREPARATION QUALITY**

The previous manual work method caused significant error rates, ranging from 40 to 50 per month. Therefore, it was necessary to enhance the reliability of meal preparation.

### **INCREASING RESPONSIVENESS**

Menus are customized upon request with several dishes to choose from. In this context, manual preparation can be time-consuming due to unnecessary handling and checks.

### **SUPPORTING GROWTH**

Clémence & Antonin's growth ambitions through the opening of new franchises and the increase in meals prepared each day require the implementation of more robust logistical processes.





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THE GAINS ACHIEVED ARE NUMEROUS: OUR ERROR RATE HAS DROPPED DRAMATICALLY, AND WE'RE NOW ABLE TO PREPARE MEALS MORE QUICKLY: PREVIOUSLY, IT TOOK BETWEEN 45 AND 48 SECONDS TO PREPARE A MEAL. TODAY, IT ONLY TAKES 28 SECONDS. OPERATOR TRAINING HAS BEEN CUT FROM 15 DAYS TO AROUND FIVE MINUTES.

STÉPHANE OMER  
CLÉMENCE & ANTONIN CEO

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## THE RESULTS

Quality,  
speed,  
and simplicity.

### CUSTOMER SATISFACTION

LIDAR's automatic detection and error management increased service quality to a maximum.

### SPEED OF EXECUTION

The materialization of locations and quantities made it possible to prepare meals in 28 seconds.

### ACCELERATED TRAINING

The system is very easy to use. Operator training which initially took 15 days is now limited to 5 minutes.





# AN INSTALLATION THAT WILL SOON BE **DOUBLED**

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The six cabinets connected and installed by SAVOYE are supplied from the front with the items needed to prepare a set of meals. Orders are prepared on a conveyor section. The slots light up sequentially to guide the operator through picking, displaying the quantity to be picked. Automatic detection and error management are provided by a LIDAR positioned above the preparation cabinet. The LED display panels incorporate a quantity display, correction buttons and a magnetic ring validation system to interface with the operator during supply or picking operations.

Six order-pickers now manage 11,000 meals a week. In total, Clémence & Antonin prepares 580,000 meals a year using the system set up by SAVOYE: “We’re going to extend our building and order-picking facility, with the aim of adding 12 units. With SAVOYE, we have found a responsive, serious team who know their trade inside out”, concludes Stéphane OMER.

