



# KOMPLETT®

## CUSTOMER STORY

Komplett is one of the leading online distributors of electronic products in Scandinavia. The group offers one of the largest selections on the market for consumer electronics and professional solutions for public and private businesses of all sizes. Komplett also provides wholesale services for retailers.




### TARGETS

- 01 Enhance ergonomics for operators
- 02 Increase warehouse efficiency
- 03 Optimize packages loading

### WHY SAVOYE?

- A solution that meets Komplett's sustainability expectations
- A partnership and local presence with ITO PallPack

### RESULTS

-  **A SAVING OF 390 TRANSPORT CONTAINERS PER YEAR**
-  **17 TONS OF PLASTIC SAVED PER YEAR**
-  **LOWER CARBON FOOTPRINT WITH BETTER LOADED TRUCKS**



**Bjørn-Tore SVENDSEN**  
Director of Logistics  
Komplett Group

“The warehouse efficiency increases, the ergonomics’ for the workers improves and the volumes of each box are reduced to a minimum.



Komplett is a leading online retailer of electronic products in Scandinavia, offering a broad selection of consumer electronics and business solutions, including sales to enterprises and wholesalers. The project included the installation of three SAVOYE JIVARO packing machines at the Sandefjord warehouse, 90 minutes from Oslo.

Christian Hagen, Sales Project Manager at ITO PallPack, explains: "For this project, ITO PallPack delivered both software and automation equipment, along with the expertise for the equipment and software integration, providing the complete supply chain ending with the SAVOYE packing machines. We have known SAVOYE for 20 years and we are ensured with the technologies. We have now been the SAVOYE partner since 2020."

In 2022, Komplett equipped a new warehouse with SAVOYE Jivaro height-reducing machines combined with tray erectors from ITO PallPack. This automation increases warehouse efficiency, improves worker ergonomics, and reduces box volumes, allowing more boxes per transport unit and lowering the carbon footprint. Bjørn-Tore Svendsen, Director of Logistics at Komplett Group, explains: "By eliminating most of the air and plastic in our shipments, we save about 390 transport containers a year and reduce the amount of plastic by approximately 17 tonnes."

Christian Hagen, ITO: "Komplett Group is growing still, and we expect to address new equipment needs in the future, with all the service needed as this aspect is one of the important ones about our offer."

Herve Aubert, SAVOYE partnership director: "ITO Partnership is a real plus in Scandinavia for SAVOYE as the logistics expert can address major key players of retail and e-commerce in Scandinavia."

ITO PALLPACK RAN A  
NEW WAREHOUSE  
EQUIPMENT PROJECT FOR  
THE ELECTRONIC  
NORWAY COMPANY  
KOMPLETT GROUP AND  
ACQUIRED 3 JIVARO  
PACKING MACHINES WITH  
3 TRAY ERECTORS TO  
SAVOYE TO MATCH HIS  
CUSTOMER'S NEEDS.