



CUSTOMER STORY

Centered around animal well-being since 1954, RIGA stands out as a specialist in the production and distribution of pet products catering to the retail sector.

TARGETS

- 01 Improving product traceability
- 02 Optimizing order preparation efficiency
- 03 Managing pharmaceutical products

RESULTS



IMPROVED ORDER TRACEABILITY



ADAPTATION TO THE RULES AND CONSTRAINTS OF VARIOUS DISTRIBUTOR CLIENTS



KITTING, CUSTOMIZATION OF ORDERS

WHY SAVOYE?

- A high-performance WMS and extensive expertise from SAVOYE in warehouse management
- Trusted partnership with a partner capable of evolving

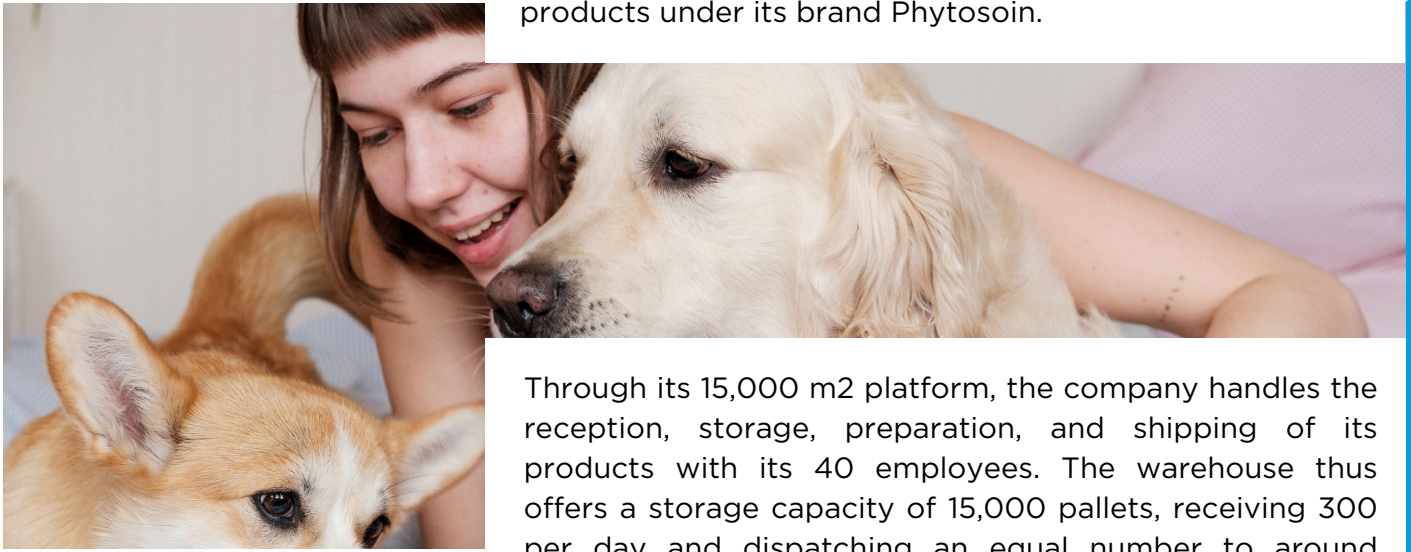


Philippe SHERBOURNE

Assistant Logistics Director

The WMS has perfectly adapted to our needs over the past years and will continue to do so in the future to meet the new requirements of our clients, particularly in terms of data and traceability.

With a wide range of products catering to dogs, cats, birds, rodents, fish, and farm animals, focused on animal well-being, Riga produces and distributes 3,000 references, including veterinary, hygiene, and care products under its brand Phytosoin.



Through its 15,000 m² platform, the company handles the reception, storage, preparation, and shipping of its products with its 40 employees. The warehouse thus offers a storage capacity of 15,000 pallets, receiving 300 per day and dispatching an equal number to around twenty countries.

To maintain its logistical performance, Riga chose to establish a durable partnership with SAVOYE, a logistics expert, and implemented SAVOYE's warehouse management system (WMS) from the early 2000s. This enabled Riga to meet the evolving demands of retail distribution stakeholders, whose specifications are particularly precise.

"Significant effort was required to enhance traceability and order preparation efficiency to deliver promptly and efficiently to distributor warehouses according to each one's rules and constraints. This necessitated adaptations and hard work, but the WMS and the SAVOYE teams successfully accommodated each of our requirements," notes Philippe Sherbourne, Deputy Logistics Director at Riga. Ultimately, Riga now processes 6,000 order lines per day, improving productivity, expediting information flow to clients, and incorporating features like kitting management, logistical unit customization, and product recall to meet their needs as closely as possible. After fifteen years of use, the company is now upgrading to a new version of the WMS: "We have utilized all the functionalities offered by the WMS.

The tool has perfectly adapted to our needs over these past years and will continue to do so in the future to meet new client requirements, particularly in terms of data and traceability," continues Philippe Sherbourne.

TO SUPPORT ITS
DEVELOPMENT, THE
COMPANY MAINTAINS A
DURABLE AND EVOLVING
PARTNERSHIP WITH
SAVOYE.