

Fast & flexible solutions for your international e-commerce & retail growth

SCM Solutions

With over 15 years experience in end-to-end e-commerce and retail logistics, you can rely on us to know exactly what needs to be done to successfully grow your business internationally. We are shaping the future with innovative solutions in web-shop development, logistics, payment, customer service and more, ensuring the best possible customer experience.

↓
Full Service E-Commerce

↓
Omnichannel

↓
Retail Logistics

EMPLOYEES:
13,000

GLOBAL LOCATIONS:
63

WAREHOUSE SPACE:
1,536,000 m²

MORE THAN 270,000 m²
NEW WAREHOUSE SPACE
IN 2015 AND 2016

NEW STATE-OF-THE-ART LOGISTICS
CENTRES IN THE USA, GERMANY, FRANCE,
POLAND AND THE NETHERLANDS

[CLICK HERE TO WATCH VIDEOS
SHOWING OUR FASHION AND
BEAUTY LOGISTICS EXPERTISE](#)

arvato
BERTELSMANN

OUR SOLUTIONS

FULL-SERVICE E-COMMERCE



- One partner for end-to-end e-commerce solutions with integrated IT architecture providing full scalability and minimising the risk of interface disruption
- Frontend development teams for Salesforce Commerce Cloud, Spryker, Hybris and Oxid and a global set-up with localised services for fast international roll-outs
- All required services to successfully run your online business providing a smoothness brand experience to your customers

OMNICHANNEL



- Seamless integration of inventory and reduction of interfaces thanks to our omnichannel Order Management System (OMS) supporting your omnichannel distribution strategy
- Holistic customer view supported by CRM systems and tailored loyalty programs connecting the online with the offline world
- Integrated financial processes and digitisation of POS systems enabling fully integrated omnichannel processes, such as Click&Collect, Reserve&Collect, retail availability and return-to-store

RETAIL LOGISTICS



- Pre-retailing services to simplify back-room activities e.g. repackaging and labelling
- Optimal use of retail space with client-specific sorting of cartons and delivery of smaller quantities for store ready merchandise direct to your selling floor to the store shelves
- Value added services for returned items e.g. grading, reconditioning, ironing, sewing and repacking

OUR SERVICES



SHOP DEVELOPMENT

With 150+ developers, our development team customises the look and feel of your online shop on the platforms Salesforce Commerce Cloud, Hybris, Oxid and Spryker.



FRONTEND AGENCY SERVICES

Connected User Experience leveraging growth potentials via UX, Mobile App Solutions and Frontend Management.



E-COMMERCE CONSULTING

The e-commerce consulting team analyses your KPIs and develops benchmark reports to optimise your growth potentials.



CRM & LOYALTY

Full transparency of customer data to ensure a single customer experience across all channels and systems.



DIGITAL POS

Digitisation of retail stores and merchandise including content and media distribution to the POS to improve in-store customer experience.



FINANCIAL SERVICES

Integrated payment solutions for a seamless order-to-cash process across all channels. Offering our own Payment-Gateway as well as Risk & Fraud Management services.



OMNICHANNEL OMS

Central access to all inventory and integration of store-systems for seamless omnichannel processes.



CUSTOMER SERVICE

360° customer service always provides solution-oriented customer service with one face to the customer in 30+ languages.



TRANSPORT MANAGEMENT

State-of-the-art transport management with late cut-off times and short lead-times.



PRE-RETAILING SERVICES

Labelling and pre-retailing activities to facilitate quick product distribution to retail-store.



VALUE ADDED SERVICES

Provide client-specific gift wrapping with individually designed gift cards and reprocessing of goods.



B2B & B2C LOGISTICS

The combination of B2B and B2C expertise offers scalability, as well in terms of omnichannel processes.

Industry-focused services



Fashion

- **Storage** of folded and hanging garments as well as shoes, accessories and jewelry
- **Gift wrapping:** client-specific box design and gift wrapping with individually designed gift cards
- **Reprocessing of garments:** Revision and rework of inbound and returned goods received at the warehouse including reconditioning of returned items, ironing, sewing and repacking as well as counterfeit check
- **Fully automatic bag-sorter system** with dynamic buffer for an automatic and direct use of returned items



Beauty

- **Dangerous goods handling:** Special security measures for storage of flammable and combustible liquids including control of storage conditions (e.g. temperature and humidity) and production batch (e.g. durability)
- **Customer-specific labelling,** packaging in poly bags and creation of sets
- **Client-specific box design and gift wrapping** with individually designed gift cards
- **Preparation of promotional material** and insert of samples according to customer requirements
- **Preparation and sending of goods** according to retail cross-docking requirements



Retail & FMCG

- **Single-batch storing** and FEFO-principle
- **Handling of items** with different sizes for an optimum use of space
- **State-of-the-art commissioning** (pick by light & audio + voice control)
- **No re-utilization** of food products after return
- **Blocking deliveries** of product recalls
- **Setting up separate storage areas** for special deliveries (depending on the requirements of article)
- **Preparation of marketing material** and insert of promotional material according to customer requirements

Brands that trust in us

BRAX
FEEL GOOD

benefit
SAN FRANCISCO

Beiersdorf

Marc O'Polo

Tamaris

Levi's

TOM TAILOR

ESPRIT

Douglas



COTY



Triumph



You want to discuss how we can help you to grow your business? I am happy to get in contact!"

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