



postnord

PostNord AB eCommerce TPL

Executive summary

Name:

PostNord

Office Location:

Ljungby, Sweden

Challenge:

A reliable and high-speed printing solution to enhance the automated eCommerce process

Solution:

RISO ComColor 2 x GD9630 and 4 x GD7300 high-speed cutsheet inkjet printers

Benefits:

- High-speed printing helps improve automated eCommerce process
- Reliable printers ensures orders are fulfilled
- Increased productivity
- Improved workflow efficiency

RISOs ecommerce solution helps PostNord deliver

The Client

Part of the worldwide PostNord group, the award-winning Postnord TPL AB, based in Ljungby, Sweden is able to offer to its customers a bespoke logistics solution for warehousing, processing products and distribution.

After a consumer has purchased a product online, it is the responsibility of PostNord to fulfil that order, on time, every time. From the warehouse picking, to the packaging and paperwork, PostNord is in control of the fulfillment and it simply has to deliver.

The growth of eCommerce has driven PostNord to adapt its own business in order to be able to fulfil the requirements of its customers.

As PostNord says in its Nordic eCommerce 2018 survey report, in an average month, 61 per cent of respondents shopped online. This figure was 21 per cent in 2008.

PostNord adds that eCommerce will continue to grow, and so the focus has to be delivering to the customer how and, more importantly, when they want it.

“Any eCommerce business should look into RISO products before buying anything else.”

Micael Cedvik,
IT Operations Manager

The Challenge

More and more of PostNord's customers need an even faster, more accurate service than ever before. Some clients want their customers to have their purchases delivered to their door within just an hour or two of making the order.

This is particularly important during Christmas sales, or Black Friday-style sales events, and when highly-popular games or consoles are released.

A printed document (a delivery note) is needed at exceptionally high speed and a delay in the printing, even by just a fraction of a second, can cause a holdup in the warehouse.

So print has to play a critical part in the company's ability to deliver and RISO plays a major part in that.

“They are very very fast as we need quick printers and they can handle variable data.”

Micael Cedvik,
IT Operations Manager





The Solution

The warehouse in Ljungby employs around 150 people, and focuses on telecoms and eCommerce.

Automation has removed the chances of error in the processes, and as part of this optimised workflow there are two ultra-fast packaging devices.

The site has six RISO ComColor cutsheet inkjet colour printers in total, four are ComColor GD7330 with print speeds of 130ppm, and two ComColor GD9630 capable of high-speed printing of 160ppm.

The RISOs have been docked to the packaging devices so that delivery notes can be inserted into the packages as soon as they are printed.

But although the RISOs are already among the fastest printers of their type in the world, PostNord have increased efficiency even further, by modifying the settings slightly so that the print engines are continuously running.

There is simply no down time for the RISOs, which are ready to be used at all times.



“The high-speed and outstanding reliability of the RISO printers have helped us increase our productivity and improve our workflow efficiency which has meant we can always meet demand.”

Micael Cedvik,
IT Operations Manager



The Benefits

“They are very very fast as we need quick printers and they can handle variable data,” comments Micael Cedvik, IT Operations Manager at PostNord TPL AB.

“We tried other printers but they could not compete when it came to speed.

“Our printers also have to be able to print in black and white, with some colour, to match client logos and branding. The RISO is the only one that can offer us this functionality combined with speed.

“The RISO is an extremely reliable printer, they just print and do their work. We have been able to adapt the printer engine so it meets our need for it to be at ‘print ready mode’ so there is no time delay at all between print jobs. This is critical for us.

“If we didn’t have the RISO printers, we would have delays in printing and the knock-on effects of this in the automated process would not be acceptable to us or our clients.

“We are a 24/7 operation and send up to 20,000 packages on an average day. That rises up to around 70,000 on sales days, such as Black Friday and Christmas. The high-speed and outstanding reliability of the RISO printers have helped us increase our productivity and improve our workflow efficiency which has meant we can always meet demand.’

‘I would absolutely recommend RISO printers. Any eCommerce business should look into RISO products before buying anything else. They have helped improve our productivity and helped us deliver an even more efficient service to our customers.”