



# E-COMMERCE & ORDER PICKING



CUSTOMER CASE: ELLOS

**HelgeNyberg AB**



## TROLLEYS ADAPTED TO VARIOUS NEEDS

**Ellos was founded in Borås 1947, today they are the largest company processing mail order business in the Nordic Countries. They became part of the French Redcats group in 1997 who are owned by French PPR, Pinault-Printemps-Redoute. Since the seventies, Ellos has been a loyal customer to Helge Nyberg. Trolleys have been designed and built for various applications to solve specific requirements.**

### Demand for Efficiency

Efficiency is paramount within the mail order business, handling differing goods at high speed is crucial. Trolleys are designed for applications such as incoming goods, picking,

bulk picking, replenishment, box buffer, sorting and returns. To mention a few examples.

– The customer needs to feel safe through out the whole logistic chain, says Rune Svensson, Logistic Manager at Ellos. It is about feeling secure in the buying moment, to rapidly get your order to a nearby retail location with suitable opening hours, and to be able to easily return goods and get refund.

– The mail order business have always experienced high demands for efficiency.

During the years many special solutions have been produced in close collaboration between the personnel at Ellos and the constructors at Helge Nyberg.



Small volume orders demand high efficiency at every stage to keep track of the costs.

### Custom Made Trolleys

– The trolleys are made according to our needs, and it is always a group of personnel involved when the special trolley is constructed, says Rickard Harvonen, Team Leader at Ellos.

We will see if it works properly once it is rolling on our production. If necessary, we make changes with Helge Nyberg.

– Some of these trolleys are 25 years old. They are still rolling, and in other words of a very high quality.



- We are approximately one hundred people handling palletized goods. Incoming goods are stored and then picked according to customer orders ready for delivery. Special trolleys handling up to seven boxes are used to distribute incoming stock to the current locations within the warehouse. Then, 130 trolleys are used for batch picking. These trolleys have a tipping function for placing goods onto an internal transport conveyor belt connected to the product sorting station. The department handling returns have another 20 specially built

trolleys for this application. Returns arrive one by one and are transported to a designated area where they are sorted and returned back into the system again.

**Trolleys Solving Different Needs**

– One application involves the transportation of coats. A larger and longer picking trolley was designed to handle large volumes of hanging clothes, says Rickard Harvonen.

The latest solution is an Ergobjörn truck, which tows a picking trolley and a tipping

trolley, forming a small train making its way to the nearest band. Picking is also made for other countries, for example Russia. This department has their specially adapted trolleys to suit their requirements.

– Helge Nyberg doesn't only deliver trolleys, they solve problems and adjust the equipment according to our requests. It concerns waste assignments when picking and replenishment of boxes. It is important to provide our personnel with good ergonomic solutions when considering manual handling equipment. It has to feel good and easy for our co-workers.

## CONCEPT FOR **MANY** AREAS

Over 50 years' collective experience and knowledge of our customers' needs we have specialised in a number of areas. This allows us to offer the optimum solutions, the best service and the most secure collaboration.



**INDUSTRY & MANUFACTURING**

Helge Nyberg operates in both light and heavy industries. We have industrial solutions for the entire material flow.



**E-COMMERCE & ORDER PICKING**

With our long history and our location in a geographic area that is dense with mail order, and logistics and warehousing businesses, we have unique know-how and experience regarding order picking and third party logistics.



**HEALTH CARE & HOSPITAL**

All industries have different requirements and specifications regarding materials and professional equipment. The strictly regulated health care sector has certain specific requirements. We can meet these requirements.



**AUTOMOTIVE & VEHICLE**

The development of smart logistics is perhaps most advanced in the automotive industry. Helge Nyberg's solutions are part of this development.



**SERVICE & SUPPORT**

Our truck and trolley solutions are not only ideal for transporting baggage or materials, for instance at airports and trade fairs. They are just as frequently used as wheeled service points by technicians and installers, for example in factories.



**LEAN SOLUTIONS**

As specialists, we are happy to help you develop the most resource-efficient solution to your material handling needs – the right material, in the right place at the right time.

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