

# GALAXUS CUSTOMER STORY

Improving sustainability and ergonomics





**The name Galaxus stands for a whole new shopping experience – a department store universe that’s just a click away. As an e-commerce leader, Galaxus has a constantly growing range of products for almost all day-to-day and non-everyday needs.**

The headquarters are in Zurich, Switzerland, and the company is owned 70% by Migros, Switzerland's largest retail company. Galaxus Deutschland GmbH is situated in Hamburg with a logistics centre in Krefeld. A wide range of products, from toothbrushes to large refrigerators, are shipped from this facility opened in 2018.

## **THE CHALLENGE**

With more than 1.4 million customers and over 2.5 million products, Galaxus Deutschland is on a mission to provide a seamless unboxing experience while minimising the environmental impact of shipments.

Galaxus was looking to implement a more sustainable protective packaging solution, reduce the number of returns, and improve ergonomics for employees.



## THE SOLUTION

For e-commerce customers, the unboxing experience is a key moment where they evaluate a brand's sustainability commitment. Choosing the right packaging material is one of the best ways to demonstrate this commitment. For this reason, the **Renew Zero film** proved to be the perfect solution for Galaxus.

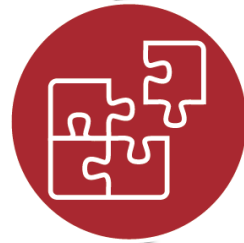
## THE RESULT

- › The Renew Zero air cushions are **CO<sub>2</sub> neutral, 100% recyclable**, and free from fossil-based plastic.
- › They are made of 50% post-consumer recycled content (PCR) and 50% second-generation bio sources like leaves and husks.
- › By choosing Renew Zero, Galaxus achieved:
  - › 17% in **cost savings**;
  - › 76% **material reduction**;
  - › 100% less **CO<sub>2</sub> emissions**.



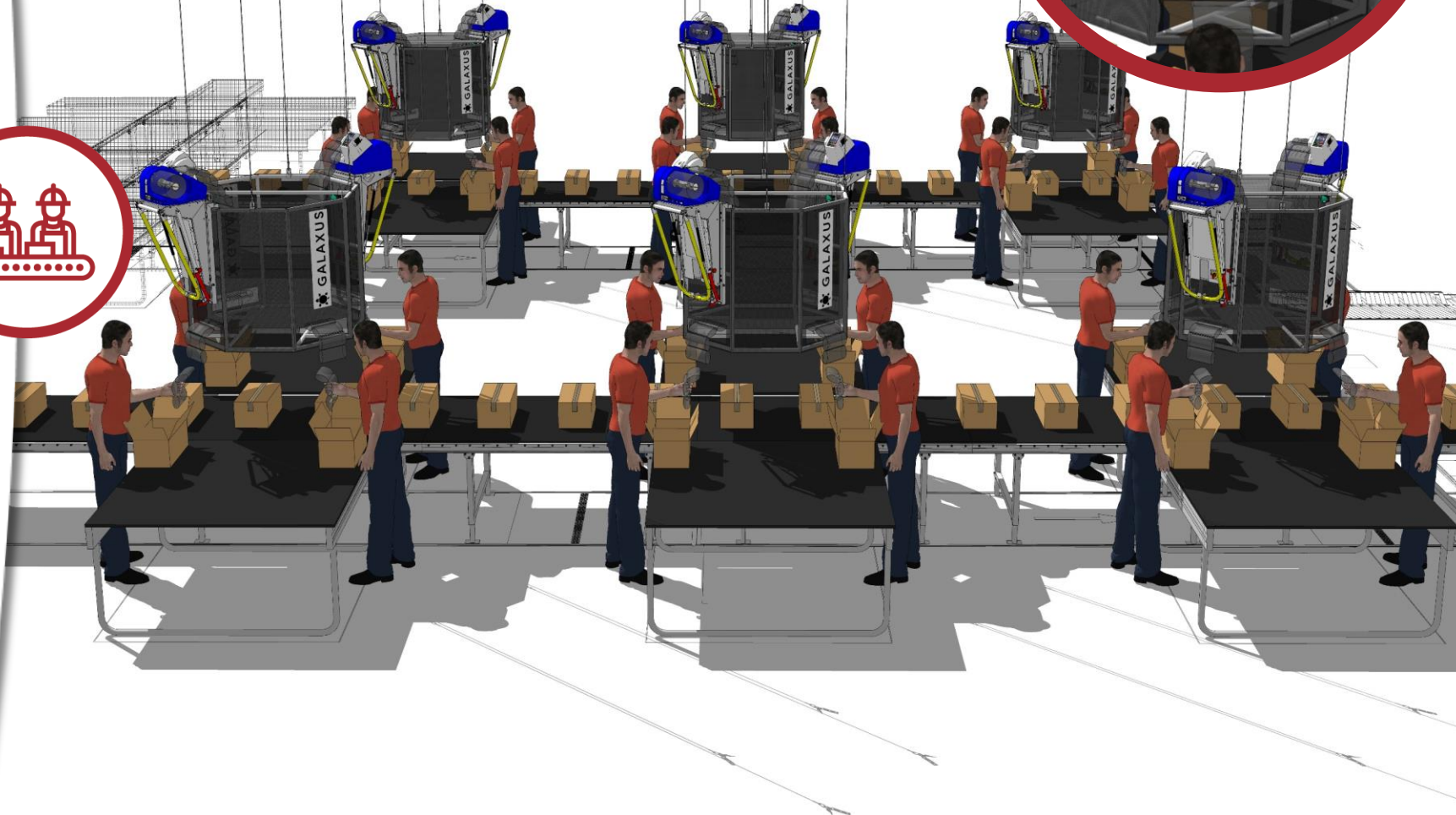
## THE SOLUTION

Galaxus opted for a comprehensive solution of **24 packing stations**, with **12 MINI PAK'R® V3 Top Fill machines** and **6 silos**.

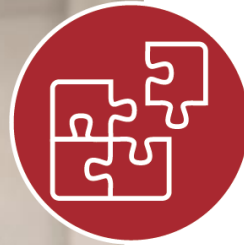


## THE RESULT

- › As the silos were set up to hang from the ceiling instead of being placed on the ground, Galaxus was able to:
  - › **Save up space** and thereby increase efficiency;
  - › **Improve ergonomics** because the packers did not have to bend over anymore; instead, the air cushions were within easy reach.
- › The rolls are **easy to replace**, and the sensors alert packers when a roll needs to be changed.
- › Custom-made **octo bins** give optimal access to packaging material to four packers at the same time.







## THE SOLUTION

Air cushions and MINI PAK'R V3 machines are at the packers' fingertips. The machine is **quiet** and **easy to operate**, which creates a pleasant working environment.



## THE RESULT

- > Because everything is within hand's reach, the packer can easily assess the correct amount of packaging material, thereby reducing the total weight used.
- > The shipments are packed with greater speed while the products are **well-protected** inside the box. This way, they can survive even the bumpiest of transportation intact.
- > After implementing a total Pregis solution, Galaxus reported **reduced damage rates** and **fewer product returns**. The result? Happier customers, happier employees, and a happier planet!





# Pregis

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