



“With more associates picking orders, and a machine that can handle the volume, we anticipate a substantial increase in the number of orders moved out the door daily.”

Max Everhard
GM of Special Operations at ECS Tuning

Requirements

Utilize automation to support increasing order volumes

Eliminate manual packing constraints

Meet customer shipping needs and expectations

Support current demands and future growth

Challenges

ECS Tuning has a long and celebrated history supporting the European car community. From their beginnings as a family-operated service shop in 1962, ECS has become the leading distributor of genuine, after-market, and performance parts for Audi, BMW, Mercedes Benz, MINI, Porsche, or Volkswagen.

In 2006, ECS decided to no longer accept or schedule service appointments, but concentrate its energies on increasing part and accessories sales, with ongoing improvements to customer service. A fast-growing inventory forced ECS to relocate to a new facility in 2009 with 3X more space to accommodate their rapidly expanding business. Since, their staff has grown fivefold and the extra floor space is long gone, filled with parts, products, and equipment.

Today, with over 1.3 million part numbers in their catalog and all operations handled in house, ECS recognized that they did not have enough capacity in their manual packing process to consistently meet customer needs or expectations.

single- or multi-item order is 3D scanned on demand to determine the minimum box size required. Then, corrugate is custom cut to eliminate unnecessary volume and the need for void fill materials. Finally, the order is auto-boxed in a fit-to-size parcel, taped, weighed, and labeled for shipping.

By creating a right-sized box every 7 seconds, ECS can count on higher throughput and better use of their labor resources. The CVP Impack can perform the work of roughly twenty human packers in an eight-hour period. This allows ECS to remove the manual packing choke points while improving the efficiency of their existing staff for higher-value tasks.

From the customer-facing side, the CVP Impack will auto-box up to 70% of their catalog with little to no void filler or packing material. This allows ECS to improve their customer experience with sustainable packaging that is easy to recycle or reuse.

“With more associates picking orders, and a machine that can handle the volume, we anticipate a substantial increase in the number of orders moved out the door daily. That efficiency improvement translates to promises kept on shipping times with in-stock orders that are ready to ship on the same day,” says Max Everhard, GM of Special Operations at ECS Tuning.

Benefits

A right-sized box every 7 seconds for up to 70% of their catalog

Automated packaging improves the existing staff efficiency

Deliver on promised shipping times

Scale with expanding catalog and business growth

Let's talk about automated packaging

sparcktechnologies.com

Solution

ECS turned to the CVP Impack Automated Packaging Solution to support their current demands and future growth. With this inline auto-boxing technology, each unique

