

CASE STUDY



Flexible logistics for an online shoe retailer



Company description

PanPablo is a shoe and accessories retailer. They both bring the most desirable foreign brands to the Polish market and create trends on their own. Among others, they offer iconic brands like Birkenstocks, Fjallraven Kanken backpacks and Crocs shoes.

<https://panpablo.pl/>

Logistics Challenge

- ✓ Flexible SLA
- ✓ Express delivery

Solution

As a logistics partner specializing in the needs of the fashion industry, Omnipack could easily offer PanPablo logistics solutions that meet the highest expectations of consumers.

1 Flexible SLA

Thanks to cooperation with Omnipack, PanPablo can now flexibly change their SLA guarantees — the number of orders Omnipack is obligated to send on a given day.

During the store's eighth birthday, when users took advantage of huge discounts and promotions, we fulfilled 26 times the standard SLA so all customers could enjoy their ordered products the very next day.

A similar situation occurred during Black Friday. Before collaborating with Omnipack, PanPablo had to spend up to two weeks to fulfill outstanding orders. Now they can be shipped within one day.

2 Express delivery

Customers expect fast shipping, which is why this was one of the priorities of our cooperation. For PanPablo we provide same-day fulfillment, which means that we pack and ship orders on the same day they are submitted.



"The most important thing for us was that Omnipack didn't treat us like just another client, but like a partner instead. We had contact with a person from each department so we could keep up to date with all things. We saw for ourselves how professionally Omnipack works." – Paweł Przybylski, founder of PanPablo

Results

- 234%** increase in orders, y/y
- 29%** more warehouse space
- 150%** more products

Omnipack numbers

- 99,92%** accurate order fulfillment
- 1 day** delivery time to Poland and Germany
- 3-4 days** delivery time to the rest of the EU