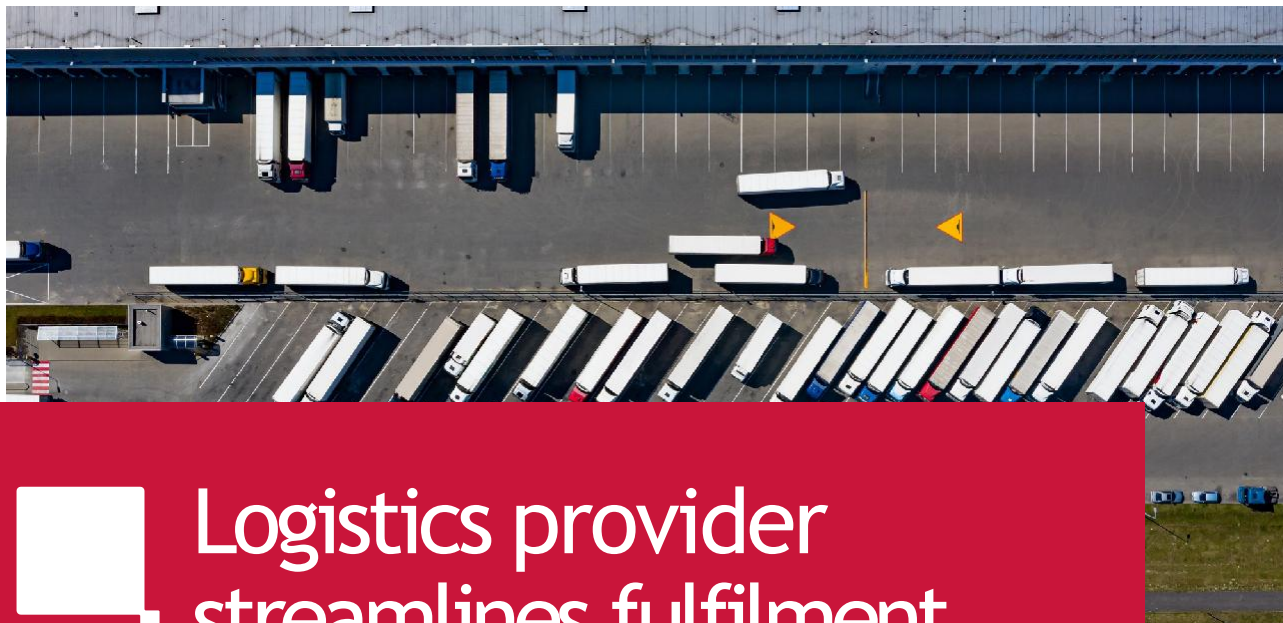




Logistics provider streamlines fulfilment with innovative integrated print

arvato

- Enables automated printing and packing
- Accelerates order fulfilment
- Reduces operational workload for teams

COMPANY & CHALLENGE

[EU research shows that 78%](#) of all European internet users purchased goods online in 2025, and the retailers that win are the ones that can process, dispatch, and deliver items quickly and efficiently.

That's where Arvato can help. Part of the Bertelsmann Group, Arvato provides supply chain management, logistics, fulfilment, and transport management services, specialising in the healthcare, fashion, technology, and publishing industries. Headquartered in Gütersloh, Germany, the company operates more than 100 sites globally, including over 70 fulfilment centres in the EMEA region.

Inevitably, processing huge volumes of orders, with several peak periods during the year, creates significant challenges. For example, continuing labour shortages have made it increasingly difficult for logistics providers to find operatives to perform essential - but repetitive - sorting and packing roles.

For Arvato, this means implementing automation, robotics, and autonomous systems wherever they create measurable value for fulfilment operations and clients. One key step in the dispatch process is producing shipping documents, invoices, and user manuals that are often required by EU law. So, how could Arvato integrate high performance printing with its complex, interconnected systems and workflows?



SOLUTION

Embracing a Co-innovation strategy

To support its operations, Arvato looked for a production print solution tailored to its unique requirements. The solution would have to provide the speed, reliability, and stability to run without disruption in a demanding, fast paced working environment. In addition, the devices would have to connect seamlessly with multiple order management and third party finishing solutions.

Following an evaluation process, Arvato decided to partner with Ricoh to create a fully integrated solution, now used across various locations in central Germany. The end-to-end solution provides a fully automated workflow, incorporating high speed mono sheetfed toner printers, modified and configured to interface with the existing systems in the fulfilment centre.

In the new process, data flows directly from the order management system to the Ricoh printers, which create the shipping documents, before an integrated finishing unit deposits them into a package on an automated conveyor system. As the package progresses down the line, additional tools automatically seal it and add delivery instructions, ready for transportation.

As well as the co-created print and logistics solution, Arvato also benefits from a unique services agreement. Along with spare parts and consumables, Ricoh provides comprehensive training to the Arvato team, enabling them to perform maintenance and minor repairs.



With Ricoh, we have co-created a print solution that is tailor made for a demanding, dynamic logistics environment. Our collaboration will help us to speed up processes and improve our clients' customer experience in e-commerce. Together, we can provide high quality of service to the retailers that rely on us.

TOBIAS HOFFMANN
DIRECTOR, OPERATIONS





BENEFITS

Improving efficiency while enhancing employees' fulfilment through work

Working with Ricoh represents another part of Arvato's innovation strategy. The Ricoh solutions play a central role in a highly sophisticated, tightly coordinated fulfilment and shipping workflow, where incoming orders are processed with minimal manual effort.

Compared with relying on a human operative to print, collect, and package the shipping documents, the automated process is much faster and more efficient, reliable, and scalable. During peak periods such as the run-up to Christmas, Black Friday, and Mother's Day, the integrated print workflow runs continuously, helping Arvato manage the rise in volumes without the risk of bottlenecks.

Furthermore, the collaboration with Ricoh has helped Arvato to free up resources within the warehouse for more valuable tasks. While automation now performs the repetitive, tedious tasks such as dropping printed shipping papers into packages, human operatives focus on more meaningful, challenging work, including analysing and optimising the integrated fulfilment process.

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We have developed strong knowledge of the solutions internally, and if we ever need additional support, Ricoh will send out service engineers, even during weekends and overnight shifts. This helps to keep our devices running smoothly during our busiest periods.

TOBIAS HOFFMANN
DIRECTOR, OPERATIONS

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ABOUT RICOH

Ricoh is a global integrator in workplace transformation, operating in approximately 200 countries and regions and headquartered in Tokyo. Supporting customers' value creation, Ricoh offers workplace services and solutions that empower organizations to work smarter through advanced technologies—including AI—together with long-standing expertise rooted in printing. Ricoh also operates commercial and industrial printing businesses and delivers new solutions leveraging inkjet technology. In the financial year ended March 2026, Ricoh Group had worldwide sales of 2,608 billion yen (approx. 16.4 billion USD). For 90 years since our founding, Ricoh has upheld its mission and vision of empowering individuals to find Fulfilment through Work—and that commitment continues today. By understanding and transforming how people work, we unleash their potential and creativity to realize a sustainable future. For further information, please visit www.ricoh.com

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