



High-end logistics for a brand with more than 100 years of experience in the jewelry industry

TOUS is a Spanish company known for its bear symbol. They have been designing and manufacturing jewelry, accessories and handbags for over 100 years. The company has collaborated with Arvato Supply Chain Solutions since 2020 to operate their online stores in Poland, Czech Republic and Slovakia.

↓ 01 The starting point

With its e-commerce operations experiencing dynamic growth, TOUS was looking for an experienced partner to handle the B2C channel. The expansion of the existing warehouse to handle increasing sales volume being generated by their online stores was not possible. TOUS chose to work with Arvato Supply Chain Solutions due to the extensive knowledge and experience in the e-commerce field, to optimize all logistics processes for the Spanish jewelry brand.

»We were looking for a trustworthy logistics partner to handle our online store for clients in Poland, Czech Republic and Slovakia. We chose Arvato Supply Chain Solutions above all due to their considerable knowledge and experience in e-commerce, which guarantees that our logistics operations are in safe hands as our company continues to experience dynamic growth.«

Magdalena Staszczuk

E-commerce Manager Central & Eastern Europe – TOUS Jewelry

TOUS

Our client

- The origins of TOUS date back to 1920 when a young Salvador Tous Blavi began working as a watchmaker.
- The company began operating in 1930 in the city of Manresa, Catalonia, where it is still located today.
- The characteristic bear became the symbol of the TOUS brand in 1985.
- In 1996, the company expanded to the United States, Germany and Japan.
- The brand currently has more than 700 stores worldwide.





↓ 02 The solution

Since Arvato Supply Chain Solutions started its warehouse operations for TOUS in 2020 in Błonie (near Warsaw), TOUS was able to grow their e-commerce operations rapidly. The warehouse structure covers an area of almost 500 square meters and offers specialized product line features, such as jewelry storage trays and a shelving system suited to handbag and accessories storage.



Warehouse operations are performed in secured areas with restricted employee access, as security is one of the highest priorities for TOUS. Six product packaging stations were created, and a further expansion of the space is planned for next year. There are currently about 50,000 to 60,000 items stored in the warehouse. And this number is growing rapidly as new products are constantly being added. Order packaging is of the highest quality, with much care taken to present the products beautifully in customer branded packaging materials.



Logistics services

- Location: Błonie, near Warsaw (Poland)
- Shipping goods from the online store to customers in Poland, Czech Republic and Slovakia
- Management of a separate warehouse with nearly 500 square meters in floor area
- Scope of services:
 - receiving goods
 - warehousing
 - packing and shipping
 - handling returns
 - VAS services

If you have any questions, please contact us.

Arvato Supply Chain Solutions

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Arvato Supply Chain Solutions is an innovative and international leading service provider in the field of supply chain management and e-commerce. About 17,000 employees work together to provide practical and relevant solutions and services worldwide. Using the latest digital technology, Arvato develops, operates and optimizes complex global supply chains and e-commerce platforms, as the strategic growth partner for its customers. For over 20 years Arvato provides all necessary processes to clients from the Fashion, Beauty and FMCG industries: Digital strategy consulting and development and managing of online shops as well as loyalty programs, logistics and fulfillment including returns management, financial services, and customer service.

Arvato Supply Chain Solutions is part of Arvato, a leading international service provider with more than 96,000 employees in almost 40 countries. Arvato is a division of Bertelsmann.