



Charging e-cars quickly, smartly and conveniently at home or at work

Since two years, Arvato is the service provider for Elli's logistics operations, helping to further advance electromobility. As a central fulfillment partner, Arvato takes care of the Europe-wide distribution of charging stations to end customers, dealers and importers.



»Our innovative products continuously place new demands on the logistics and fulfilment of our customers' orders. Here we are very happy to have Arvato as a flexible and reliable partner at our side.«

Axel Franz

Head of Supply Chain & Operational Excellence @Elli

↓ 01 Starting situation

The mission of Elli is to contribute to a 'better environment' with its solutions and to enable its customers to achieve their personal energy transition through electromobility. Elli wants to be one of the leading charging and energy service providers in the future. Ordering parties, goods recipients and invoice recipients are end customers, traders and importers.

These all have the requirement of a fast, smooth and consistent ordering, goods movement and billing process. Arvato can support through its years of experience in the tech, consumer products and e-commerce environment by integrating dedicated solution modules that are linked to the customer's requirements.



Our customer

- ,Elli' – Empowering electric life – is the new brand of the VW Group, the provider of energy and charging solutions
- Date of foundation: 2018
- Elli develops solutions for the private electric mobility user and companies. Drivers and fleet managers of electric vehicles will be offered a seamless and holistic charging and energy experience
- For more information on Elli, visit www.elli.eco





↓ 02 Solution

In April 2019, Arvato was selected as Elli's service provider and is responsible for the entire logistics processing of the B2B and B2C customer business in 30 countries (Germany & Europe (27) + Norway & Switzerland) from its logistics location in Harsewinkel, Germany. Through rapid ramp-up and agile development, Arvato was able to help meet the customer's ambitious time-to-market goals.



In B2B, Arvato is the end-to-end partner in the supply chain. For this purpose, a customized web store was developed through which the entire ordering process is handled. The connected warehouse and transport management system ensures smooth logistics processing. Arvato also handles returns management and payment processing for its customer.

Orders in the B2C area are triggered via the online stores of the associated Group brands. Here, Arvato is the partner for logistical processing. In addition to mapping the end-to-end supply chain, Arvato also handles the planning, conceptualization and provision of customized packaging and owner manuals.

Overview omnichannel services

- Forward and return logistics
- Target countries: Germany, 27 other European countries. Norway + Switzerland
- Brands: VW, SEAT, SKODA, CUPRA, MOON, AUDI, ELLI
- Serving B2B and B2C channels
- Customized packaging and order picking including value-added services in the central logistics hub (pre-calibration & software updates)
- Up to 800 packages daily with CEP & freight

Further questions? Please contact us.

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Arvato Supply Chain Solutions is the leading international outsourcing service provider. At 85 locations in over 20 countries, more than 15,000 employees develop innovative, customized solutions for our customers. Our shared vision is to become the internationally operating supply chain management company with the strongest customer focus and the greatest IT expertise. Our passion for managing and transforming complex processes along the entire supply chain, our strong market understanding and IT expertise are the basis for our success and that of our customers. Arvato has been a service provider to the automotive industry for 50 years and has developed a broad portfolio of services in partnership.

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