



**CUSTOMER**  
Top 10 Global  
Package Company

**INDUSTRY**  
Package Logistics

# Small Package Sortation Success Story

“We’ve looked at many automation providers and considered their technology to help us solve problems, but we keep coming back to Berkshire Grey, because others just can’t do what BG is doing.”

— Top 10 Global  
Package Company

## Customer Challenges

The huge growth in eCommerce packages passing through a top 10 global package company’s network and growing consumer expectations for fast and on-time delivery drove the company to evolve its small package sortation operations.

The company wanted to address the continued spike in demand without impacting ongoing service to customers. Challenges included:



**Managing the distribution of small packages** via a hub-and-spoke network.



**Handling a growing number of stops** due to the increase in order frequency and direct-to-consumer shipping.



**Processing more packages** while lessening the dependence on labor.



**Controlling escalating costs** because local delivery is the most manual and expensive for package carriers.



**Limiting errors in the sortation process** while handling challenging package types.



## IMPACT



**75%**  
**Reduced Labor**

Headcount reduction of more than 75% compared to traditional sortation systems.



**40%**  
**Reduced Footprint**

Footprint reduction of more than 40% over traditional sortation systems.



**99.9%**  
**Accuracy Rate**

Sortation accuracy of more than 99.9%.

### Berkshire Grey Solution

Berkshire Grey Robotic Product Sortation With Identification (BG RPSi) systems automate the sortation process of small packages at a regional hub.

- ✓ Automates the sortation process using fewer human operators.
- ✓ Identifies and sorts challenging packages such as polybags, tubes, padded mailers, and envelopes with intelligent gripping and computer vision technologies.
- ✓ Operates sort facilities across its hub-and-spoke network with cost-effective automation technology.
- ✓ Extends its robotic sortation automation to more regional facilities.

### What You Get With Berkshire Grey

Intelligent and highly scalable robotic systems sort and consolidate small packages into bags and containers enabling efficient network handling and zone skipping without adding labor.

**Scale easily** — Implement multiple robotic systems to increase throughput and reduce labor.

**Integrate into any environment** — Compatible with both manual and automated processes.

**Increase customer satisfaction** — Fewer processing steps at multiple nodes and less time within carrier networks shortens overall delivery times.