

Success Story



Banque Alimentaire
de Paris et d'Ile-de-France

**How BAPIF digitised its collection
process through a unified platform**





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An easy-to-use unified OMS platform to answer all functional needs

CONTEXT

Food insecurity has been reaching new highs in France: in 2023, 37% of the population is affected¹. For many of these people, food banks like the BAPIF (Banque Alimentaire de Paris et d'Ile de France) are vital: 2/3 of people benefiting from food help “could not do without” it². To face the challenges raised by the increasing quantities of collected food and growing number of partners and associations involved, the BAPIF launched a digitisation of its collection process.

CHALLENGES

The BAPIF needed a solution to gather legacy functionalities of its intranet and extranet, and offer new functionalities like materials ordering, results entry, and last but not least collection management - taking into account and implementing very specific business rules for the latter. Given the diversity of the end user population, the new interface also had to be intuitive and easy to use, including by older people not used to technology. As a major driver for adoption, this was a key factor in the success of this digitisation project.

1. Food vulnerabilities observatory

2. Food banks study





SOLUTION

Kbrw deployed and adapted its OMS to provide the BAPIF with a user-friendly platform unifying all its use cases. BAPIF administrators can now easily manage users, stores, associations and warehouses instead of doing it manually - as well as create and manage collections, affecting associations to each collection campaign.

All stakeholders now have an easy-to-use interface where they can do everything they need regarding food collections : select the stores, record where the food was affected, compare and confirm affected vs received quantities (including a validation process to manage potential disputes), access all necessary documentation... Associations can also order the material they need for collection from the BAPIF, choose their delivery date, and pay online.

Thanks to an alerting system, BAPIF administrators and other stakeholders are reminded to manage all their tasks in time, so that collections are as successful as possible.

IMPACT

In 2023, the BAPIF helped 316.000 people by collecting and distributing more than 6.000 tons of food. 1/4 of the food bank's supply came through the spring and autumn collections, digitally orchestrated through the platform implemented by Kbrw.

Thanks to the help of 288 associations, 174 friends and 1.066 stores managed through the solution, 3.4 million meals were gathered and distributed.

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About Kbrw

Kbrw creates **high performance software** to help retailers and their supply chain **unify personalized customer experiences with operational efficiency**. Our flagship software solutions such as the **Distributed Order Management System (OMS)** and **Warehouse Management System (WMS)** boast best-in-class performance and high flexibility for a seamless integration experience. For over a decade, we have helped retailers of all sizes in multiple industries deploy their omnichannel operations in more than **120 countries** with total gross merchandise value **surpassing €30 billion** and **more than 16,000 points of sale** and inventory locations integrated.



Address: 28 rue de Sévigné, 75004, Paris

Website: www.kbrw.com