



Case Study: Staples Canada



RETAIL CASE STUDY

Key Reasons for Warehouse Automation at Staples Canada

Picking Efficiency

Flexibility

Delivery Times

Problem

Staples Canada operates a network of large fulfillment centers serving preferred customers across the country. But their primary warehouse near Toronto was relying on a 28-year-old conveyor system nearly three miles long, with a single drive shaft that was noisy, congested, and increasingly costly to maintain.

The fulfillment team needed a smarter, more flexible solution to reduce manual strain, improve picking efficiency, and meet their signature next-day delivery promise, especially during peak seasons like back-to-school.

Solution

Staples Canada partnered with Locus Robotics to transform their aging facility into a modern, robotic-enabled warehouse. By replacing outdated conveyor workflows with Locus autonomous mobile robots (AMRs), Staples was able to:

- Increase productivity and picking speed
- Improve order accuracy and eliminate QC bottlenecks
- Reduce physical strain and boost associate morale
- Deploy automation rapidly with zero customer disruption

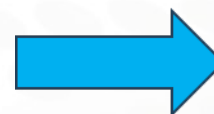
Results



2x improvement in UPH



73% increase in order quality



70% decrease in training time

Retailer Improves Order Accuracy with Locus Robots



Deployment Highlights

- **Fast ROI:** Operating for just one month, the facility was already tracking to exceed its business plan for ROI.
- **Lightning-Fast Ramp-Up:** Associates reached full productivity within **two weeks** of rollout.
- **No Disruptions:** Go-live at their second site was described as a “non-event”, which was a major win for both customers and teams.
- **Flexible Scaling:** Staples added robots during peak season without changing infrastructure.

Results that Matter

Productivity

- Nearly **2x improvement in UPH** with Locus
- Daily operations reduced from **13 hours to 8 hours**
- Faster picking of high-velocity SKUs by placing fast movers on the floor for robot access

Accuracy & Quality

- **73% increase** in order quality
- Error rate reduced from **9 per 1,000 orders to 3 (sometimes 0)**

Labor & Training

- Reduced overtime
- **70% decrease** in training time

Employee Impact

- Associates say the bots make the work **quieter, cooler, and cleaner**
- Less physical strain and more focus on productive tasks

What's Next?

Staples is expanding its Locus deployments to additional Canadian fulfillment centers. The partnership, built on collaboration and mutual success, gives them the flexibility to scale fast, stay capital-light, and keep delivering on customer expectations.

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Quote of Note

“This transformation wasn’t just about bots — it was about building a future-ready, associate-friendly fulfillment network.”

- Paul Giamberardino, Chief Supply Chain Officer at Staples Canada

