

Ikea deploys 100 drones for supply chain efficiency

What it is:

In a retail first, Ikea revealed that it now has 100 autonomous drones flying in its stores to identify pallets and track stock inventory. The partnership with Verity, which began in Switzerland in 2021, is now operational in 16 locations across seven countries in Europe.

Why does this matter?

The drones improve operational efficiency by working out of hours to improve accuracy and check availability. The solution supports a more ergonomic work environment for staff who previously had to check pallets manually.

Strategic implications:

Technology investment will help retailers drive better operational efficiency, with supply chains a key focus

STEPIC drivers/Winning Strategies:

Digital transformation to maximise efficiency
Innovation and ingenuity
AI powers the next stage of retail



"We are investing in technology across the board so that our stores can better support customer fulfilment and become true centres for omnichannel retailing."

"Introducing drones and other advanced tools – such as, for example, robots for picking up goods – is a genuine win-win for everybody. It improves our workers' wellbeing, lowers operational costs and allows us to become more affordable and convenient for our customers"

Peter Ac, head of innovations in logistics and fulfilment, Inter Ikea Group

