

Supply Chain Solutions — Bergen Logistics

Headquartered on the American east coast, Bergen Logistics is a leading contract logistics company and omnichannel expert capable of managing a great number of clients in an efficient and profitable way thanks to its proprietary technological WMS platform CloudX.

Interview — Charles Ickes — Group COO and President, Bergen Logistics

Global reach on a single platform

Bergen Logistics focuses on smaller and mid-sized brands within fashion and other consumer-oriented industries. Well-established in the USA and Canada, the company has leveraged its CloudX platform and the capabilities of other subsidiaries in the Elanders Group to build a global network serving fashion and lifestyle clients and others who need agile and efficient omnichannel solutions. Driving their success through innovative technological solutions and efficient processes that are continuously improved and updated to meet new needs, Bergen Logistics wants to be a natural partner to growth companies looking for a simple way to establish themselves and grow in new markets.

Bergen Logistics was founded some 30 years ago in the USA and was acquired by Elanders in 2021. Since then, the WMS platform CloudX has been implemented in several other Elanders subsidiaries.

Why should customers choose Bergen Logistics as a partner?

We are an end-to-end fulfillment specialist tailored to the needs of fashion, lifestyle and premium consumer brands. Working as a partner to our clients rather than as a traditional supplier, we help them resolve any challenge along the supply chain. Through our proprietary, state-of-the-art CloudX WMS we offer clients global reach on a single platform and with one single integration. Clients also achieve strategic flexibility since CloudX can be used independently in their own operations. This lets them retain the same platform, data and integrations even if they make new choices and, for example, switch to handling logistics in-house in one or all markets.

What are the key strengths of Bergen Logistics?

We deliver a high-touch customer experience, rapid onboarding, retail compliance, seamless omnichannel execution and support for global expansion across e-commerce, wholesale, retail and marketplace channels. We are experts in providing bespoke solutions and value-added services like customized branded packaging, packing directive and kitting. With bonded free trade zones across the globe, we can also assist with tariff mitigation. Other key strengths are our technological expertise, solution design and continuous innovation. We are always developing and improving CloudX and our operations. Just over the last two years, our operational efficiency has improved by some 30 percent. We are also leveraging AI, data warehousing and data science to create even more value for customers.

How is Bergen Logistics benefiting from being part of Elanders?

It has enabled a global network where we can enter new markets while leveraging the capacities, knowledge and skills across the Group's subsidiaries. The Bergen concept and CloudX have been established in a number of locations around the world, and we can quickly put our software in place, train local teams and set up end-to-end third-party logistics solutions anywhere in a very short time frame. Being part of Elanders is also letting us expand CloudX to support other customer segments than Fashion. Working with our sister companies we are building additional capabilities and processes into the software.

What are the main benefits of CloudX and your global network solution?

Small and medium-sized clients lacking the resources and time to do multiple integrations to enter new markets can benefit greatly from our unified platform. It allows rapid and easy single integration with all major shop systems used by brands, as well as marketplaces, ERP systems and retailers. Onboarding is fast, enabling the rapid set-up of standardized omnichannel fulfillment solutions globally with the same high-quality customer experience everywhere. We can customize solutions fast since the system is proprietary. All client data across different platforms also feed into our central data warehouse, giving clients visibility and the ability to, for example, extract data for their own AI or process improvement initiatives. And clients furthermore are offered the choice to run CloudX as a stand-alone system or in conjunction with our global network.

What has been your focus in 2025 and what awaits ahead?

We have continued the expansion of our global network, implementing CloudX within the Fashion customer segment. Five more locations have been added, bringing the total to 19 facilities.

Looking ahead, we will continue onboarding more brands and expanding the number of locations. We have also taken CloudX to market as a stand-alone product and we are, furthermore, making progress in our efforts to add new capabilities and expand CloudX to other customer segments than Fashion. Turning to AI, we have put a lot of work into creating a data warehouse that is AI enabled. We released an internal AI tool in a beta version in 2025 and are aiming to have it implemented in our operations by the end of 2026.

How have you integrated sustainability into your business model?

We have a lot of energy initiatives like installing solar panels and LED lights, which, by and large, have become standard in the logistics industry by now. We are also working to optimize packaging to reduce waste and weight. Perhaps more importantly, thanks to our global network we can also optimize shipment solutions to help our customers lower their emissions by enabling last mile shipping closer to the consumers. In China, we have started consolidating shipments from different manufacturers to a single facility so that we can build and fill containers being shipped to specific markets. This maximizes the use of container capacity and reduces the carbon footprint.



Charles Ickes — Group COO and President, Bergen Logistics, explains how technology and a global network drive Bergen Logistics forward.

Bergen Logistics

Net sales, MSEK

Number of employees

≈ 1,240

≈ 800

Geographical presence
Canada, Moldova, Netherlands and the USA

Customer segments
Fashion and Other



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