

CASE STUDY

Largest Retailer in Paris

Headquarters: Paris, France

Industry: Retail

Products: Department stores, apparel, textiles, accessories, etc.

Revenue: €4.5 billion in 2018

Locations: Flagship store in Paris; stores globally and online

Employees: 18,000+

A French retail leader with an international reach and more than 100 years of experience in commerce and retail. The retailer enjoys international recognition through many different brands.

An Iconic French Retail Leader Partners with Vistex

Legendary Merchandiser Leverages Vistex Solutions for SAP to Implement a Purchasing Rebates Program

Overview

In the spring of 2019, the venerable, family-owned French retailer opened a 4-story store, one-tenth the size of the retailer's flagship space. Despite the continued international expansion, their desire was to create more intimate, relationship-oriented retail spaces. Growth is key, but the trends are shifting; a high-touch customer focus is key. A more robust rebates administration system was deployed providing a more foundational backend. This allows for attention and resources to the front end, which is what retailers today need.

This retailer recognized these specific challenges:

- An inability to manage 5 million IP (Internet Protocol) addresses that identify network computers
- The pressing need to replace a discontinued solution with a more comprehensive solution
- Ill-equipped IT and Finance departments could no longer follow business process evolution
- A desire to automate the time-consuming manual accounting processes (accrual and settlements)

Solution

The retailer determined that Vistex Solutions for SAP needed to be implemented to provide a comprehensive end-to-end solution for rebates management processes, avoiding any master data duplication. The customer now has continuous, real-time access to current financial and transactional data, a direct link to accounts receivable and accounts payable, and the ability to eliminate manual processes.

This included:

- Repository management that enabled automated contract retrieval, interface with the contract management tool, and management of upstream repositories
- A tool enabling proposed provisions, allowing reports to visualize the back margins at any given time to any supplier, and simulate options for future negotiations
- Billing, which applied contract terms, offered flexible calculations, and enabled a system for supplier data exchange
- A collection and dispute management application for contract terms, SAP interface for collection management, reconciliation of credit/invoice requests, dispute tracking, and accurate calculations

Results

Vistex Solutions for SAP provided key improvements to this retailer's overall business practices:

- An extensive, intelligent contract management process spanning the entire lifecycle of the supplier relationship
- A complex program for rebates within a single, global system
- Automated, end-to-end approach
- Optimized incentive programs and revenue

Reduced duplications, errors and inaccuracies



Complex spectrum of rebates and contracts now in a single, global system



About Vistex®

Vistex solutions help businesses take control of their mission-critical processes. With a multitude of programs covering pricing, trade, royalties and incentives, it can be complicated to see where all the money is flowing, let alone how much difference it makes to the topline and the bottomline. With Vistex, business stakeholders can see the numbers, see what really works, and see what to do next – so they can make sure every dollar spent or earned is really driving growth, and not just additional costs. The world's leading enterprises across a spectrum of industries rely on Vistex every day to propel their businesses. As part of the enterprise management system, Vistex solutions run inside or alongside SAP Business Suite and SAP S/4HANA® offering real-time insights into program performance.

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