

## Case Study



# Now it all adds up for Electro Depot

Leading discount appliance and consumer electronics  
retailer transforms vendor chargeback management  
with SAP margin optimization solutions by Vistex



# Highlights



**Eliminated** manual errors with automated processing of 1,000 chargeback conditions



**Reduced** month-end closing time of 150 vendor budgets and accounts



*“Vistex solutions have enabled Electro Depot to secure the completeness and accuracy of chargeback conditions for its entire vendor base, as well as improve the working capital requirements through regular and reliable invoicing versus the previous manual analysis and processing.”*

**Aurelie Tardat**

SAP Product Leader Buy & Sell Side, Electro Depot

# Overview

Known for high-quality products at unbeatable prices, **Electro Depot** operates on mass economies of scale and was looking for a way to optimize the management of high volumes of vendor data. Supplier contracts were stored in different network locations depending on the product line and a consolidated database was needed to ensure contact information was accurate. Its current chargeback process was manually managed with copy and paste activity in Excel files, which was time-consuming and prone to errors. The company

sought to enhance data quality with automated, integrated processes that would streamline the tracking and management of all vendor-driven chargeback programs, as well as improve resource productivity and mitigate revenue leakage.



# Solution

The company implemented SAP margin optimization solutions by Vistex, which enabled Electro Depot to automate and centralize processes associated with vendor chargeback management. Seamless integration with its SAP ERP system delivered automatic execution of claims and chargebacks according to the terms and conditions of the agreement, without the need for human intervention.

SAP margin optimization solutions by Vistex improved the overall data quality and availability, eliminated tedious manual tasks and consolidated all vendor agreements, regardless of type, in a single system.



# Results

SAP margin optimization solutions by Vistex has helped Electro Depot improve vendor data quality and visibility to become even more high-performing than they already were. Vistex is doing the heavy lifting for them, capturing real-time transaction data in SAP ERP to process a large volume of 1,000 chargeback conditions simultaneously.

With systematic, automated chargeback calculations, Electro Depot improved cash flow by accelerating discrepancy

resolutions and the collection of monies due. The finance team realized a significant reduction in the time to perform the month-end close of 150 vendor accounts, which is now in alignment with the company's no-nonsense, highly efficient business approach.





**Headquarters:** Faches-Thumesnil, Lille, France

**Industry:** Retail, Department Store

**Products:** Household appliances and multimedia equipment

**Locations:** France, Belgium and Spain

**Employees:** 1,800

**Solutions implemented:**

**SAP margin optimization solutions by Vistex**

– SAP Incentive Administration by Vistex

**Let's Connect**

## About Electro Depot

Founded in 2003 and with more than 100 stores in France, Belgium and Spain, Electro Depot is one of Europe's leading low-cost retailers of household appliances and multimedia equipment.