

Case Study

An Iconic French Retail Leader

Now it all adds up for the largest retailer in Paris

Legendary merchandiser leverages Vistex
Solutions for SAP to implement a purchasing
rebates program

Highlights



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



Reduced duplication, errors and inaccuracies

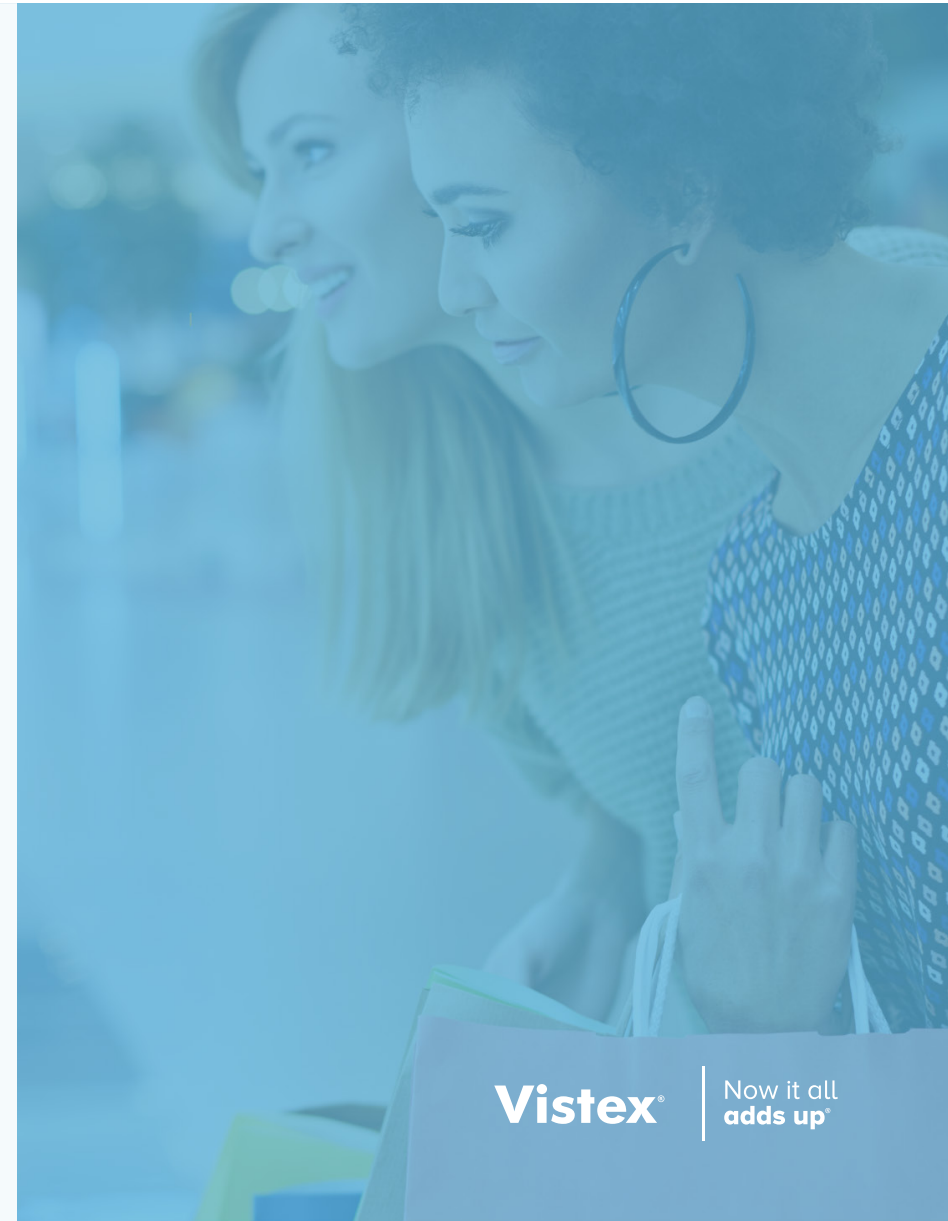


Overview

This 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 a high-touch customer focus is critical. 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 SAP margin optimization solutions by Vistex needed to be implemented to provide a comprehensive end-to-end solution for rebate 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

SAP margin optimization solutions by Vistex 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



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+

Solutions implemented:

SAP margin optimization solutions by Vistex

- SAP Incentive Administration by Vistex
- SAP Paybacks & Chargebacks by Vistex

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About the Largest Retailer in Paris

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.