

**COMARCH** ECM



## IMPLEMENTATION OF COMARCH ECM



## CARREFOUR

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Carrefour is one of the largest retail chains in Poland. The company employs more than twelve thousand staff and operates over 700 stores of various profiles: hypermarkets (Carrefour), smaller supermarkets (Carrefour Market), and local neighbourhood stores (Carrefour Express) that produce certain items on site. The entire Carrefour group consists of nearly eleven thousand stores in more than thirty countries and employs more than 380,000 people.

## GOAL

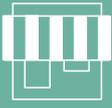
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Our cooperation with Comarch grew out of a need to optimise our internal document management system. The key objective was to standardise purchasing procedures and create a uniform order handling system. In addition, we wished to simplify the user interface and the system for providing differentiated access to staff in various parts of Europe. With this goal in mind, Carrefour announced a tender that was won by Comarch. Full system implementation was completed within 7 months.

**10,860**   
stores (in total)

**1,459**   
hypermarkets

**3,115**   
supermarkets

**6,111**   
local stores

**74.4 €**   
million in total sales

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The tender for a new document management system was clearly won by Comarch.

We were swayed, no doubt, by the company's renown and excellent references from other clients, its high-quality experts, the proposed time and cost of implementation, as well as the prospect of further development of the project in the future. No less important was the influence of experienced Comarch consultants, who analysed the flow of financial and stock documents in Carrefour Poland and drew important conclusions. We were able to confront our vision of the system with their suggestions, and, as a result, arrive at a dedicated solution.

– **Stawomir Kanarek, Financial Projects Department**

## SOLUTION

The solution designed for Carrefour combines an order (**Comarch ECM Procure 2 Pay**) and invoice (**Comarch ECM Accounts Payable**) handling module as well as a customised master data management system (**Comarch ECM MDM**). The latter is designed to support the work of suppliers and local branches, allowing them to adapt to the existing, centrally established stock ordering procedures.

The new system implemented at Carrefour allowed for a considerable upgrade in the data sharing process. Before it had been automated, Carrefour would run up against the problems faced by all companies that fail to tap in to the available technological potential.

A major issue had to do with relatively high personnel costs. The “manual” system required substantial work and staff involvement; these resources have now been freed up for other purposes in the company. It’s also been possible to reduce the percentage of documents that don’t reach the appropriate person until too late in the day.

When designing the solution, the Comarch team had the user’s convenience in mind; the system was received as intuitive and easy to use, and eliminated the need to organise additional training. In the opinion of Carrefour staff, the Comarch ECM includes all the most important components and can be used even by people with little experience computer systems.

Document approval  
faster by

**350%**



**95%**  
errors eliminated  
at the data input stage



More than  
**1.2 mln**  
archived documents

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In the past, the approval process was very uneven and depended on a number of factors such as distance, because documents were sent by traditional mail. Following implementation of the Comarch system, all processes run efficiently based on electronic data interchange; we know this from the precise data from the system. The automated preliminary verification of data is also a success factor. In the past, we had problems with reading multi-character codes. Unfortunately, staff’s handwriting is sometimes difficult to read and only an automated solution can help minimise the number of illegible entries. Fortunately, we no longer have to deal with order duplication, unclear document drafting status, or the inability to identify the person in charge: these issues now belong firmly in the past.

– **Sławomir Kanarek, Financial Projects Department**

## WHY COMARCH ECM?

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- Intuitive use
- Cost savings
- Better work organisation
- Short implementation time
- Elimination of human errors
- Easy integration with external systems

An important element of the system is the **Comarch ECM Master Data Management** (MDM), which allows the process of adding and modifying key data contained in stock and financial documents to be streamlined. Owing to automated data verification, the system helps increase the rate at which

stock documents are approved, and allows various associated dates to be tracked.

It is now possible to determine precisely when a decision has been made and when work on a given document should be completed. Thanks to integration with an external GICA system, accurate data can immediately be tapped to help plan and carry out the company's logistic activity. The system has changed considerably over the project development process and its components have evolved in response to new business challenges. Today, it is an advanced and comprehensive solution, whose architecture allows it to be developed even further in the future.




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We are happy at the prospect of continuing our cooperation with Comarch. The cost document handling project was a joint undertaking that has contributed to considerable cost savings, which is why we have decided to implement the solution in our other companies, too. After five years of cooperation and multiple system modifications introduced by Comarch in response to our business decisions, we have at our disposal a very efficient system that fully meets our expectations.

- **Stawomir Kanarek, Financial Projects Department**

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**Carrefour Poland**

## ABOUT COMARCH

For 22 years, Comarch has been a producer and supplier of modern information systems, which streamline business processes through the use of technology. One of the important elements of the offer addressed to the largest enterprise is the Enterprise Content Management system. It is used by manufacturers, retailers, and financial institutions in 33 countries around the world. Comarch is trusted by leaders of various markets, such as Valeo, Technicolor, CEMEX, Rossmann, Eurocash, Valeant and Biomed. The completeness and flexibility of this solution allows you to increase the efficiency of the organization through automated capturing of data from various sources, efficient document management and optimisation of business processes including planning, monitoring of the status, and reporting. Lower costs, efficient time management, increased control over documents, processes and employees, as well as increased security and easier access to information, are just some of the advantages of this Comarch solution.