



Headquarters: Tincques

Sector: Distribution and Sales

Turnover in 2012: 52 million euros

Level of employment in 2012: 230 employees

Range of the project: 14 stores

Chrétien Matériaux Distribution

For a number of years already, Chrétien network has been dealing in distribution of products destined for construction sector as well as the renovation products for private individuals and construction companies. The company's product offer includes: core and shell of buildings, partitions, insulating materials, roof covering, window and door carpentry, interior and exterior finishing of buildings as well as do-it-yourself services.

Chrétien Matériaux Distribution has 14 points of sale located in departments no. 59, 62, 80 and 76. After the period of continuous growth in the years of 2000, the network faced the necessity of adjusting its distribution model to serious changes which had occurred in the construction sector (crisis on the construction market, fierce competition on the part of discount stores). To better manage the company's strategy and come up to future challenges, the Chrétien network has focused on developing its ERP software.

Initial situation

This project was being deployed in stages. The first development project, which was interrupted few years ago, has changed the approach of Chrétien company to being more cautious. Ensured guaranties and functionalities attributable to the product quickly convinced the management staff to choose Comarch ERP software from among the leading solutions available on the market. In the light of outdated and no longer developed tool, many areas have been identified as requiring optimization:

- heterogeneous IT system on the company level, composed of independent databases for each store with no relation between them,

- no access to information and the problem with finding a searched piece of information in due time as a consequence,
- large number of the sources of information and programs slowing down the use of data and its processing,
- heterogeneous customer history difficult to examine and poorly secured,
- not very ergonomic solution not adjusted to our needs and not convenient in daily use.



Deployed solution

In order to solve the encountered problems and optimize business processes, Chrétien company chose Comarch ERP software dedicated to company management. The main purpose was to standardize the IT system owing to a shared database (products, customers and vendors) in all the stores. The deployed Comarch ERP solution will also allow 100 users to manage effectively the stores with the help of one tool.

The security of data has been increased owing to the used advanced system for permission management (the interface customized depending on a selected profile), which gives employees access only data necessary to perform the entrusted tasks.

Comarch ERP allows also the Chrétien company to centralize warehouse movements and offers a demand forecast combined with the forecast of sales carried out by the stores. The deployment of Workflow processes (email notifications, data update), the functionality directly integrated with the offered program, will enable optimizing the repetitive tasks. The software being deployed will also be combined with the currently used payroll program and a dedicated program

for preparing carpentry quotes to the correct size.

Chrétien company decided also to integrate with the Mobile module, owing to which the employees doing fieldwork will be able to prepare quotes and place orders with the use of telephone devices and tablets both online and offline.

Integration with eShop B2C module will contribute to the development of retail sales online, whereas the eShop B2C module, itself, will be used to create a business client zone.

The Chrétien group lays great emphasis on the management of stock levels. Comarch ERP offers in this scope the option of managing stock levels with the help of demand forecasts in reference to a previous period. The IQC tool (Item Quantity Calculation) allows, on the other hand, the calculation of stock replenishment automatically or partially automatically. Combination of stock supply between stores and the Headquarters will enable managing orders automatically. The books are currently kept directly in ERP system.

Owing to Comarch ERP solution, the security of data will increase significantly at all the company levels. Defining of access rights will enable using only information necessary for each co-worker and will contribute to monitor better the actions.

Business Intelligence module integrated directly with Comarch ERP enables generating automatically of operations dashboards with the use of conditional formatting. Thanks to a shared database, Chrétien company will be using cross-tab reports originating from various sources of information (purchases, budgets, sales, stock levels). All these elements are fundamental for a properly operating company and necessary for optimizing business processes.



Advantages of the solution

- One program dedicated to company management, effective and adjusted to all functional requirements of stores,
- Optimized management of stock levels and automated business processes owing to the applied Workflow processes directly integrated with Comarch ERP software,
- Comprehensive reports and dashboards presenting the results obtained by particular points of sale,
- Optimal security of data ensured owing to defined access rights,
- Abundant, intuitive, and user-friendly interface ready-to-use immediately.

Guillaume Chrétien, President of Chrétien company

"We have been growing in a very competitive sector. We must commit to innovation to be able to face new challenges. Although we have achieved certain position in professional capacities, we are aware that optimizing our processes will enable us to implement further improvements. I am sure that owing to deployed Comarch ERP system, we will achieve greater effectiveness within the entire distribution line."

Vincent Veriez, Project manager in Chrétien company

"We put our greatest efforts to ensure that particular deployment stages were carried out meticulously based on cooperation with Comarch employees, their experience and knowledge. We dedicated a lot of time for the designing stage, particularly for rebuilding of processes. Employees of Comarch company were very committed in each stage of the project. Their commitment based on understanding the specifics of our industry had a significant influence in successful implementation of the entire project."