

**Case Study**

# An Iconic French Retail Leader

## **Now it all adds up for** the largest retailer in Paris

Legendary merchandiser leverages SAP margin optimization solutions by Vistex to implement a purchasing rebates program

# Highlights



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



Reduced duplication, errors and inaccuracies

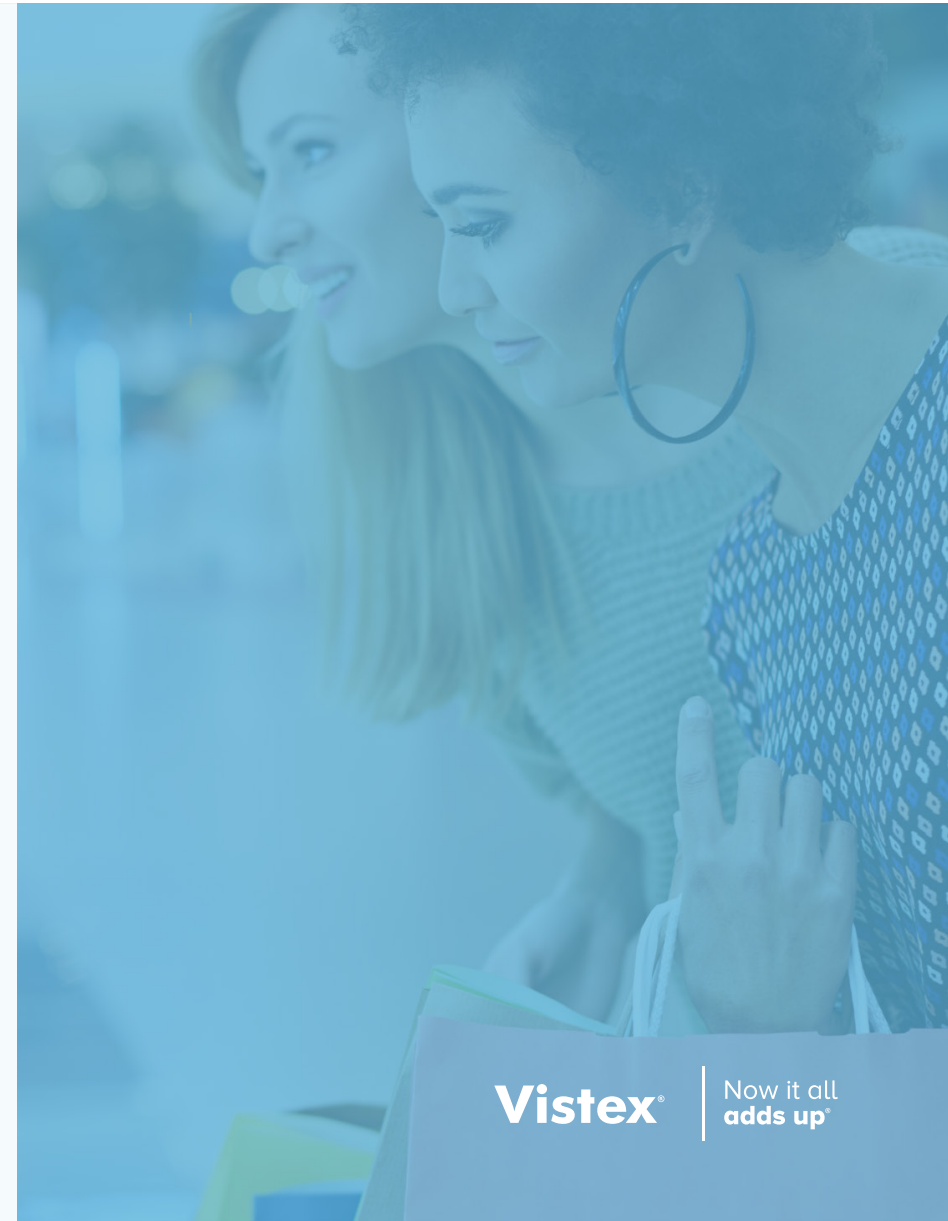


# Overview

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



**Vistex**

Now it all  
adds up

# 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

**Let's Connect**

## 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.