

Based in Madagascar, HENRI FRAISE FILS & Cie, distributor of renowned brands such as Caterpillar and John Deere, has embraced digital transformation with DocuWare to reduce paper use and boost efficiency.



**Olivier Carbon, Chief Financial Officer,
HENRI FRAISE FILS & Cie, Antanarivo,
recommends DocuWare for the digitalization
of mission orders, repair orders and purchase
requests at Henri Fraise Fils & Cie, Caterpillar
dealer based in Madagascar:**

"We launched a paperless initiative to transform our business processes and increase efficiency. Our DocuWare partner convinced us to take this digital step. Today, we're fully autonomous when configuring the system and our teams - already seeing the benefits - are eager to push digitalization even further."



- Location:** Madagascar
- Industry:** Equipment Dealership
- Deployment:** Cloud
- Department:** Accounting, Finance, HR
- Integration:** ERP IRIUM

HENRI FRAISE FILS & Cie, a leading construction equipment dealer in Madagascar, has optimized its workflows and reduced paper use with DocuWare, improving operational efficiency and document traceability across its four sites.

For nearly a century, HENRI FRAISE FILS & Cie has been a key player in Madagascar, representing around twenty major construction brands including Caterpillar, SEM, John Deere and Manitou.

Operating across four islands in the Indian Ocean – Madagascar, Mayotte, the Seychelles and the Comoros – the company's 1,550 employees support professionals in civil engineering, mining, construction, logistics, agriculture and materials handling. The group also runs four workshops with certified technicians, ensuring top-quality maintenance and after-sales service for all distributed brands, along with a training center.

As part of its digital transformation and process optimization strategy, the group sought to significantly reduce its paper consumption, which is high in this sector.

Large volumes of documents, particularly mission and repair orders, circulated between sites, and slow approvals combined with limited

traceability were creating bottlenecks in day-to-day operations.

In 2023, Olivier Carbon, CFO of HENRI FRAISE FILS & Cie, was approached by the local DocuWare partner. Impressed by their structured approach and industry insight, he entrusted them with implementing a document management system. The project officially launched in early 2024.

DocuWare was selected for its comprehensive functionality, particularly its advanced workflow automation, which streamlines document validation across departments such as Accounting, Purchasing, and HR.

Deployment began in early 2024, focusing first on the digitalization of 5,000 mission orders across all sites. A full-time project manager was hired and trained on DocuWare to oversee the implementation.

The DocuWare partner supported the team from start to finish: mapping processes, configuring the system, drafting procedures and conducting project reviews. "We're very pleased with the partner's support," says Carbon. "They provided a real transfer of knowledge and today we're fully autonomous in managing DocuWare."

"After digitalizing mission and repair orders, we're now completing the digital workflow for internal purchase requests and evaluating API integration with our ERP."

"We're very happy with DocuWare and the partner's support, which helped us quickly build in-house expertise."

"Automated workflows have significantly streamlined and accelerated our approval processes."

The results were quickly visible. Around 100 employees, including 50 approvers, now use the tool daily.

"We've fully digitalized mission orders," Carbon explains. "This represents a substantial gain in time and productivity."

The scope of the system soon expanded to include machine location tracking and repair orders (ROs).

Previously, approvals were largely paper-based and slow, especially for parts purchases. With automated workflows, approvals now proceed quickly between departments and sites, communication is smoother and overall governance has improved.

Digital document management also enhanced tracking and reporting, providing managers with clearer insights for decision-making. Olivier Carbon notes that the DMS project has strengthened communication between teams. "Meetings are now focused on planning," he adds.

An API integration with ERP IRIUM now provides a real-time overview of repair orders, streamlines parts ordering and optimizes scheduling.

The second project phase, currently underway, focuses on digitalizing internal purchase requests, linked directly to repair orders.



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