

SOURCING



Groupe
Lafayette
GALERIES

One sourcing platform, total procurement visibility for iconic retailer Galeries Lafayette

Customer Success Story


marketdojo
an Esker company

At a glance

Groupe Galeries Lafayette



Retail & e-commerce group



Worldwide retail presence with substantial annual footfall



Large-scale employee base



Headquarters: Paris, France



Established: 1894



Overview

Procurement for Parisian-based retail

With over a century of heritage and some of France's best-known brands under its umbrella, Groupe Galeries Lafayette (Galeries Lafayette) remains a cornerstone of French retail. But even an institution needs innovation to stay agile.

For Galeries Lafayette, that philosophy of innovation is found within its indirect procurement team, which manages non-retail purchases such as HVAC systems, marketing services, and office equipment. In a group spanning several entities, including La Redoute, Galeries Lafayette and Louis Pion, this is no small task.

We spoke to Gavin Prévost, Acheteur at Galeries Lafayette, to understand how Market Dojo is helping the group enhance traceability, unlock savings, and streamline collaboration—both internally and externally.

* All quotes are translated from French and edited for clarity.

Challenges

Indirect procurement, direct impact

Indirect procurement may not deal with haute couture, but it's critical to keeping stores running smoothly.

"We buy everything that is not sold in stores," Gavin explains, "It can be electrical compliance services, air conditioning, ventilation units... all the things that make the stores work."

With responsibility spanning Galeries Lafayette, La Redoute, Louis Pion, and more, the procurement team has to ensure every euro spent is optimised.

continued...

Pain points



Achieving cost savings across a wide range of categories



Managing large volume of tenders across both new & incumbent suppliers



Optimising & maintaining consistent processes across a diverse set of locations & requirements

Challenges continued...

"Cost savings are the 'raison d'être' for the procurement department. After that, our role is to support the business and make the group work optimally to ensure that there is no disruption in the operation of the stores," explains Gavin.

"The main challenge is to succeed in having suppliers who respond best and in the most optimal way possible whether that's on a financial level or for the needs of the business," Gavin tells us. "That's a lot of research to build a supplier panel for the different commodities. We also search for synergies within the group—so for example, pooling categories of purchases between La Redoute and Galeries Lafayette."

Driving consistency across a diverse group

Gavin's team also faced the challenge of standardising procurement practices across different business units, while encouraging internal stakeholders to involve procurement early.

"The purchasing policy has changed recently... for larger purchases, the procurement team needs to be involved and manage a tender."

"It's a daily job, to identify the projects where we can help to optimise the expenditure. We look at where there's been no recent tenders or the same suppliers used for several years then identify potential new suppliers; look for synergies with the other group entities; organise RFPs with incumbent suppliers; invite new suppliers and manage the tenders," explains Gavin.

"We can have external partners that have access to the platform. Everyone can communicate in the same place so there's no room for doubt."

Gavin Prévost
ACHETEUR, GALERIES LAFAYETTE

Solution

From optimisation to full visibility

Galleries Lafayette had used a different e-sourcing tool in the past, but when it came time to evaluate new options, Market Dojo stood out.

"Market Dojo seemed clearer [than other solutions] in how to manage sourcing events and easier to use to find data," Gavin explains. "A competitive RFP was organised... and Market Dojo was the easiest to use for the optimisation of our purchasing processes as well as the best option from a competitive point of view."

One platform, one single source of truth

Market Dojo is now used across all indirect procurement tenders in France for the Galeries Lafayette Group, including small projects.

"We obviously use Market Dojo for RFQs and RFPs but it's also great in terms of traceability, even for something like ergonomic tables for our warehouse... we go through Market Dojo to have a follow-up in one place," says Gavin. "All the exchanges with suppliers and the business—it's all there—not hidden in [people's] email boxes."

The platform also simplifies collaboration.

"We can have external partners—architect firms and design consultancies—that have access to the platform. Everyone can communicate in the same place... so there's no room for doubt," he explains. "The platform is our only point of contact between suppliers and the procurement team."

Requirements



Central repository of all sourcing documentation & data



Ease of use across multiple users & tender events



Centralisation of sourcing & supplier data



Complete transparency & audit trail



Single point of contact for all suppliers

Results

Transparency that works for everyone

In a group that is audited frequently, traceability isn't just a benefit—it's essential. *"With Market Dojo, all the information is accessible to everyone. The audit team can access it very easily. It's completely transparent,"* says Gavin. *"We are audited almost every six months... during an audit, we just go to the platform. We show the file and it's extremely fast."*

Transparency also helps demonstrate the procurement team's impact. *"The platform allows us to show that the procurement team has worked in complete transparency to optimise the company's purchases."*

Time saved is value gained

Galleries Lafayette has seen measurable time savings.

"When a design firm [for example] needs to go and get the offers to study them, we tell them just to get on [the] Market Dojo [platform] where they can download all the information about the tender," Gavin explains. *"That saves a lot of time."*

This speed is key in a fast-moving environment. *"In general, our RFPs are quite fast... the fact that we have everything in one place helps the procurement department and the design firms analyse offers more quickly."*

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Supplier evaluation made simpler

The RFQ price grids and ranking features have helped the team sharpen supplier evaluations—both on price and performance. *"Market Dojo automatically ranks suppliers according to performance gains on each lot,"* says Gavin. *"This helps us to identify where we have been able to perform and to measure progress. It's very practical and saves time."*

"The platform helps us see which supplier has done what and, since everyone has access to the platform, others [stakeholders] see it too—so everyone works in collaboration. We need to have suppliers who can do all the lots and rankings allow us to see where suppliers need to optimise."

Gavin adds: *"This allows us to have a more benevolent or adapted approach with suppliers... to say 'you were good here, not so good there'. And in most cases, that helps us and the supplier find a final price that suits both sides."*

Benefits



Ability to identify the suppliers & tenders with the greatest opportunity & impact



Significant cost & time savings



Faster RFP cycle times



Centralised data to measure performance & results



Clear audit trail of procurement process for key stakeholders



Improved supplier communication & ease of negotiation

The Future

Expanding adoption

Internally, Market Dojo is gaining traction across the organisation. *“Some business units are already very used to it... they go on [the platform] regularly to see how things are evolving,”* says Gavin. *“Others prefer the reports we create—that are easier to create thanks to the platform.”*

Gavin says unequivocally. *“I worked before in companies where we had filing cabinets for purchasing files for the previous 20 years—that uses up space—now we have everything in Market Dojo, it's so much better!”*

“The platform allows for faster organisation, optimises processing, and time required to analyse tenders... as well as enabling the buyer to better negotiate with suppliers.”

And lastly...

Would you recommend Market Dojo?

“I did recently! We had a supplier who struggled to provide the required quotes during our audit with them. I told them that having a platform like Market Dojo allows for a very high level of transparency. It's a great platform,” concludes Gavin.

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Take Sourcing to the next level

Simple steps to connected, automated strategic sourcing

- 1 Evaluate your sourcing strategy** to define market risk and opportunity with MD Opportunity Analysis
- 2 Access competitive markets** with MD's integrated best-of-breed partner marketplace for Supplier Discovery
- 3 Rapidly Go-To-Market**, ensure the best price and drive adoption. Leverage intuitive AI driven RFx, eAuctions and Quick Quotes with MD Sourcing
- 4 Centralise procurement requests**, orchestrate workflows and manage intake to ensure alignment and efficiency that coordinates efforts to meet strategic goals
- 5 Seamlessly onboard suppliers** fast to accelerate time to value and robustly screen for compliance and ESG with MD Supplier Onboarding
- 6 Effortlessly manage your contract lifecycles**, align policy and ensure opportunity value is not missed with MD Contract Management
- 7 Centralise and maintain data integrity**, track supplier performance and risk whilst ensuring resilience, diversity and ESG success with MD Supplier Management
- 8 Evaluate savings and performance**, leverage predictive analytics and powerful actionable data to make smarter, faster decisions with MD BI Reporting
- 9 Collaborate to innovate**, refine, enhance and respond to the ever-changing markets with MD Supplier Innovation



Market Dojo

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About Market Dojo

Market Dojo's on-demand autonomous strategic sourcing software and exemplary customer support, rapidly evolve Procurement from reactive back office function to proactive strategic resource. Built by industry experts, our agile, best-of-breed solutions are easy to implement, intuitive, deliver immediate value and are accessibly priced.

Trusted by the world's leading brands, we help Procurement & Finance teams of all sizes to focus on value creation, connected relationships and strategic influence rather than traditional inefficient sourcing, supplier and finance management processes of the past.

We streamline, digitise and automate to provide centralised data and powerful insights to mitigate risk, control cost and drive smarter, faster financial decisions.

Sourcing is just one part of the source-to-pay process. Esker's Source-to-Pay suite helps Procurement and Finance leaders streamline procurement processes, enforce policy compliance and improve supplier relationships with increased visibility over the entire buying process.

