

“We rely on Xerox to distribute our pre-printed materials. In order to meet our needs, the company has streamlined our supply chain and optimised cost.”

Jean-Pierre Vignes, *Director of Non-Market Purchases*,
Carrefour Group

97%

User satisfaction level

Supply Store Faster and More Cost-Effectively

The Challenge

- Control costs by rationalising and streamlining fragmented, manual processes for getting business documents such as forms and stationery to 2,200 supermarket stores.
- Reduce the amount of time spent by multiple Carrefour departments involved in these processes.
- Improve quality control of documents.
- Improve visibility of costs and spending.

The Solution

- End-to-end document supply chain management, from order taking to warehousing, delivery, invoicing and control of document quality (brand conformity) and lifecycles.
- Supplier rationalisation and bulk ordering for volume discounts.
- Workflow redesign and introduction of electronic invoicing.
- Central digital asset management (DAM) repository and single web-based interface for everyone interacting in the supply chain.
- Dedicated print executive.
- Governance plan.

The Results

- 20% cost reduction and full visibility with per order invoicing and management information.
- 25% improvement in productivity, thanks to simplified and digitised processes.
- Improvement in document quality.
- 97% user satisfaction level with the service provided.
- Continual improvements drawn from governance plan.
- Scalable solution that can be extended to other Carrefour brands or countries.

Country:



France

Key Customer Benefits:



Cost reduction



End-user productivity



Flexibility and scalability