



## Blokker Chooses OpenText to Streamline Purchasing and Invoicing Processes

OpenText StreamServe for process efficiency results in financial and commercial benefits

### Industry

Retail

### Customer

## BLOKKER

### Business Challenges

- Manual, paper-heavy workflows
- Time-consuming ordering process for franchises
- Expensive operating system

### Business Solution

- OpenText StreamServe
- OpenText Document Server, Alchemy Edition

### Business Benefits

- Reduced operational costs
- Increased commercial preparedness
- More efficient invoicing system
- Better compliancy
- Savings of time and costs

Blokker is the largest specialty shop for household items in The Netherlands. With 800 retail shops, Blokker is also one of the largest franchises in this mixed sector. The retail organisation wanted to reduce operational costs and increase commercial preparedness for the head office and all its franchisees through electronic ordering and invoicing.

Blokker has an assortment of more than 8,000 products and processes more than 100,000 purchase orders a week from 800 store managers in the Netherlands and abroad. Up until recently, the shops ordered their products each week by using a paper-based order book, in which the shopkeeper placed a checkmark next to the desired items and sent this electronically to the head office. The head office at Blokker collected all the orders and placed them in the distribution centre, which then delivered the items to all the shops. A time-consuming process in which the franchisee did not know which products could be expected until the day of delivery.

Blokker needed a solution that could notify its franchisees prior to delivery which items have been allocated to them based on their purchase order, replenish shops and shelves with the right products, and offer a more efficient invoicing system.

### OpenText StreamServe for customer experience

After an intensive assessment and selection process, Blokker decided to replace both their merchandising system and the document management software. For the latter environment, Blokker chose OpenText StreamServe for its excellent customer experience capabilities. The Customer Communication Management (CCM) software generates the correct distribution and pricing documents, including interactive documents, to synchronise front-office and back-office information.

Hans Reinerie, IT Manager at Blokker, explains the choice: “OpenText offers much more functionality than our old document management system. The CCM software was operational within a short period of time and capable of replacing the old invoicing process. The price-quality ratio is good. StreamServe can create different types of invoices easily. We also easily meet the strict requirements set by the tax authorities when working with electronic sales invoices. OpenText’s implementation partner, Nokavision, played an important part in integrating the software with our processes.”



## OpenText StreamServe for process efficiency

Blokker also uses StreamServe in different areas throughout its purchasing and invoicing process to achieve efficiency while saving costs. OpenText creates the order book from the merchandising system, a complex process in which the order book is printed on A3 paper and folded into A4 size. It contains advanced processes and additions with barcodes, texts, etc. Prior to delivery, invoices are sent electronically to the franchisees via OpenText. These franchisees now know very quickly which items will not be included in their delivery so that they can place another order right away.

OpenText offers a simple yet powerful solution, which is in full alignment with Blokker's strategy of working with standard solutions.

## OpenText Document Server Alchemy Edition for archiving

Blokker offers both internal users and franchisees the access to their business documents with the archive solution OpenText Document Server Alchemy Edition. The output from StreamServe is automatically sent to the archive accompanied by its metadata.

The web-based system is distributed to the franchisees over the intranet and offers a seamlessly integrated but also highly secure environment for publication and retrieval of invoices.

At Blokker's offices, the knowledge workers access and use the complete archive functionality of OpenText Document Server Alchemy Edition.

## Implementation

A separate organisation was established to handle the improvement project under the direction of IT Manager, Hans Reinerie. He reports on his team's progress directly to the Financial Director. The first phase of the OpenText implementation was completed successfully in just two months.

## Benefits

The benefits of the new procedure are huge. The head office now has substantially less manual labour. This applies to printing, sorting, and supervision duties as well as to sending out invoices. In addition, the shopkeepers receive invoices much sooner, which means they can now review the stocks held in the shop and immediately place orders to maintain optimum stock levels.

The electronic reconciliation summary—one of the requirements set by the tax authorities—provides the shopkeeper with a weekly and monthly statement for all invoices. Since all Blokker shops are now using the same template, the overall quality of the invoicing process has improved. The link established between the warehouse system and the merchandise system results in a closed administrative process.

"In the meantime, we have gained substantial benefits with OpenText. We have also further improved the order books and the bi-weekly to-do lists within the system," says Reinerie. In addition, Blokker has implemented its purchase orders and its shadow purchase invoice in the OpenText application. In the future, Blokker plans to store a profile of each shopkeeper or wholesale customer in the system. These profiles will indicate how each of them prefers to receive this information: by post or by email.

The OpenText solution provides Blokker with an effective means to notify its franchisees prior to delivery which items have been allocated to them based on their purchase order, keep their shops appropriately stocked with the right products, and experience a more efficient invoicing system.

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