

Case Study | XXXLutz

# Reduction in paper documents from 500,000 to 0

In retail, the delivery process is frequently the Achilles heel of order processing. A lack of transparency due to manual process steps leads to inaccuracies and errors. With the digitization of this final section of order processing, you can make life easier for all the people involved in the process, you can improve customer service and increase efficiency.

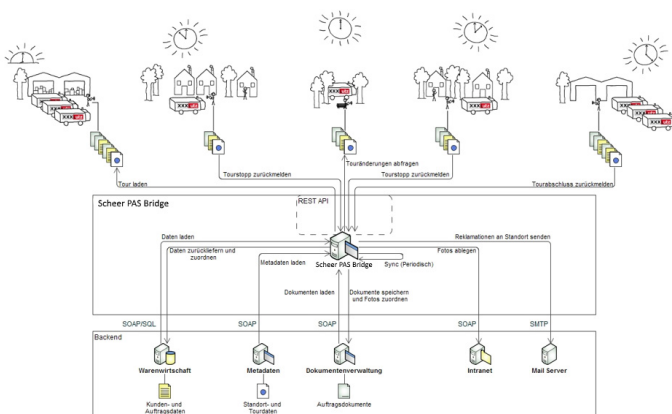
## What was digitized?

- Route assignment and route selection
- Query route information
- View loading lists
- Report route stops/completion
- Delivery time entry
- Entry of signed customer documents
- Payment information



## XXXLutz Gruppe

XXXLutz Group of companies operates more than 320 furniture stores in 13 European countries and employs more than 25,700 people. In Germany, more than 11,000 employees contribute to the success of the Group, which has 48 XXXLutz furniture stores nationwide and 43 Mömax Trend home accessory stores. With annual sales of €5.1 billion, XXXLutz Group is one of the world's largest furniture retailers. Within the GIGA purchasing association, XXXLutz is now bundled with the more than €1.6 billion turnover from POCO (8,500 employees).



## The last mile...

The end-to-end digitization of order processing including delivery was the goal of XXXLutz Group, one of the world's largest furniture retailers.

The company was aware that manual entry of information was prone to error and that documents are often incomplete or contain errors. The high usage of paper in the analog delivery process also makes traceability and transparency of the processes more difficult. In many cases, employees are still working on postprocessing after the delivery routes have been completed. The lack of real-time information between drivers and the back office also slows processes such as route changes or returns.

It was time to make a change.

## ...end-to-end digitized

With the support of Scheer PAS, XXXLutz switched from a paper-based furniture delivery process to fully digital order processing and has also digitized the final section of the process. The process is now shorter, more transparent, and produces fewer errors. Using tablet PCs or other mobile devices, employees can communicate en route with all required IT systems via user-friendly interfaces and they receive optimal support for their work. Working with slips of paper is a thing of the past, there is no more tedious processing work, and there are no errors during data transfer. Satisfied customers and satisfied employees.

## This is how it works

- Integration of mobile devices via REST services
- Connection of the backend application landscape (merchandise information system, document management, intranet, etc.)
- Data mapping and data integration from different source systems
- Automatic detection of route changes
- Mapping and control of each route through the Scheer PAS Process Engine
- Interfaces for loading of metadata, routes, queries, and reporting of tours and tour completion reports
- Assurance of data communication (login, session handling)

## About Scheer PAS

Scheer PAS is an innovative software company helping companies to implement necessary changes in processes and applications as easily and quickly as possible as part of their digitalization efforts.

Let's talk change!