



Case Study | XXXLutz

100% digitalized order processing

The delivery process is often the Achilles' heel of order processing in retail. Lack of transparency due to manual process steps leads to inaccuracies and errors. By digitizing this final stage of order processing, you make life easier for all process participants, improve customer service, and increase your efficiency.

Challenge

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

The company was aware that manual data entry can easily lead to errors and documents are often incomplete or even incorrect. The high paper usage in the analog delivery process also complicates the traceability and transparency of the processes. Often, employees are still busy with post-processing after completing their routes. The lack of real-time information between the driver and the back office further slows down processes such as tour changes or returns. That needed to change.

Solution

With the support of Scheer PAS, XXXLutz has switched from a paper-based furniture delivery process to a fully digital order processing system, digitizing the final stage of the process as well. The process is shorter, more transparent, and generates fewer errors. Employees can communicate with all required IT systems while on the go via tablets or other mobile devices through simple interfaces, providing optimal support for their work. No more paper clutter,



The XXXLutz Group operates over 320 furniture stores in 13 European countries and employs more than 25,700 people. In Germany, over 11,000 employees contribute to the group's success, which operates 48 XXXLutz furniture stores and 43 Mömax trend take-away markets in the country.

With an annual turnover of 5.1 billion euros, the XXXLutz Group is one of the world's largest furniture retailers. In addition, the joint GIGA purchasing association bundles more than 1.6 billion euros in sales from POCO (8,500 employees).

no more time-consuming post-processing, no more errors in data transmission. Satisfied customers and satisfied employees.

Results

- > Integration of mobile devices via REST services
- > Connection of the backend application landscape (inventory management system, document management, intranet, etc.)
- > Data mapping and integration of various source systems
- > Automatic detection of tour changes
- > Mapping and control of each tour through the Scheer PAS process engine
- > Interfaces for loading metadata, tours, queries, and returning tours and tour completion notifications
- > Data communication security (login, session handling)

What was digitized?

- > Tour assignment and selection
- > Querying tour information
- > Viewing loading lists
- > Reporting tour stops/completions
- > Recording delivery times
- > Capturing signed customer documents
- > Payment information recording

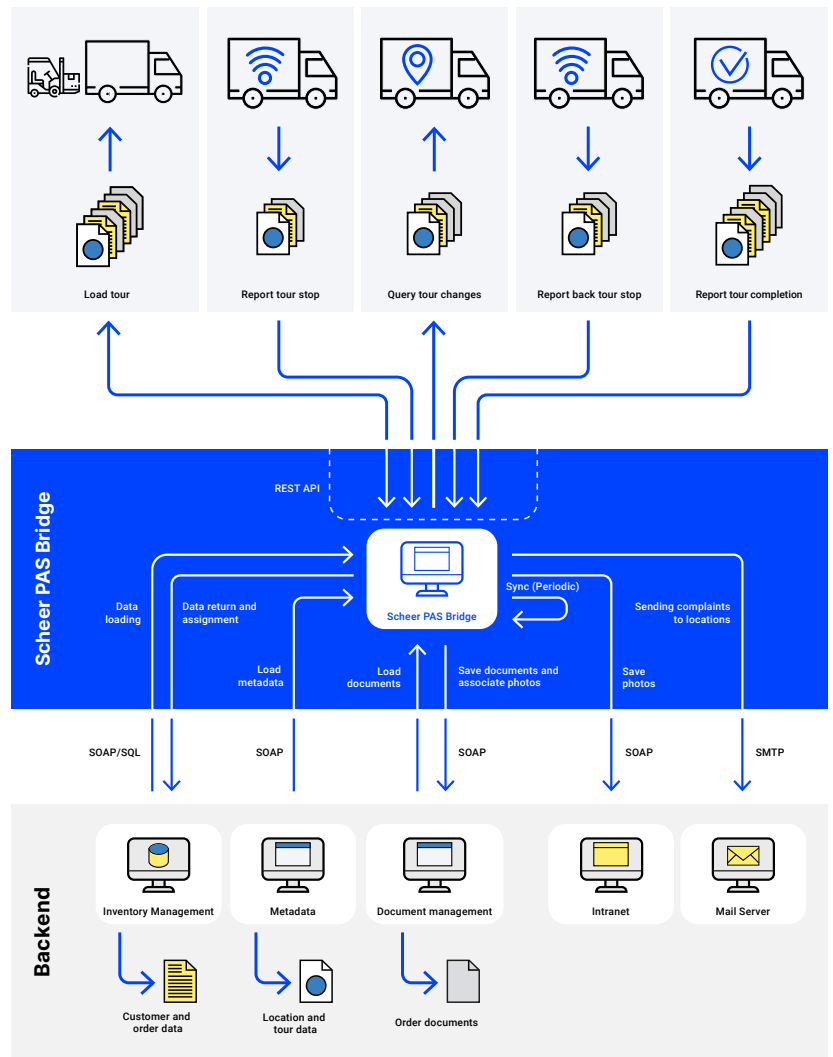


Fig. Digitalized delivery process with Scheer PAS

About Scheer PAS

Scheer PAS is the first Application Composition Platform designed to enable enterprises to become a Composable Enterprise. Today, existing monolithic business applications no longer meet the requirements that companies face. With digital transformation, market disruption, and increasingly demanding customers, enterprises require innovative business applications that meet the new expectations in the digital age.

Scheer PAS is a unique new platform that offers pre-built business functions and building blocks for a variety of business needs, including low-code application development, integration and API management, and process automation. With these tools, enterprises can create flexible, future-proof, and resilient processes and become a Composable Enterprise.