

Jumbo Supermarkten Optimizes Document Output

OpenText™ Document Presentment for SAP® Solutions provides single, enterprise-wide output management platform, saving time, reducing costs, and simplifying maintenance

Jumbo Supermarkten B.V. (Jumbo), founded in 1921, is the second largest supermarket in the Netherlands. The company's acquisition of Super de Boer in 2009 and C1000 in 2012, brought its total number of stores to more than 550. Jumbo employs around 68,000 staff and generated revenue of 6.8 billion euro in 2014. The company operates a number of warehouses and distribution centers strategically located throughout the Netherlands, including an e-commerce web shopping warehouse. A fleet of 550 trucks delivers a range of more than 32,000 products to meet the needs of 5.7 million customers per week.

For a long time, Jumbo used output management systems to produce the growing volume of documentation involved in the supply of goods to its stores. Weekly order books, consisting of more than 100 pages, are generated for each store, in addition to various reports and shipping, order, and invoicing documents. Document volumes are significant, with more than 89,000 documents per week representing in excess of 360,000 pages.

Simplifying a Complex Output Management Landscape to Meet Tight Deadlines

Over the last 15 years, a number of discrete, unconnected output systems had been deployed or acquired. Producing the quantity of printed and electronic documents with tight deadlines had become increasingly difficult. Jumbo made a strategic decision to consolidate all central output into a single enterprise solution, and so began the process of identifying suitable candidates.

Arjan Klok, Application Warehouse Management Specialist at Jumbo, explains the company's objectives further: "Meeting the needs of various functions including finance, supply chain, transport, as well as our stores, means we need a solution that is reliable and able to handle our enterprise-wide needs 24 hours a day. Only one solution meets our needs and is able to operate within our SAP environment: OpenText™ Document Presentment for SAP® Solutions."

INDUSTRY

Retail

CUSTOMER

Jumbo Supermarkten B.V.

CHALLENGES

- Complex, multi-system output management landscape with high running costs
- System not able to meet high-output demands in acceptable timeframe for growing business
- Lack of agility and flexibility of document layouts and use of multiple print devices

SOLUTIONS

- OpenText™ Document Presentment for SAP® Solutions

BENEFITS

- Consolidation of all output management into a single solution, lowering operating costs
- Real-time and batch printing, with control of print order and reduction in production times
- Optimization of document layouts, reducing output, storage, and outsourced production costs

“We’ve reached the point where the efficient, effective output management we now have with OpenText™ Document Presentment for SAP® Solutions is beyond what would be possible with either paper or even our old output management systems. OpenText is truly mission-critical to our business. We’re even able to produce the store order books a day earlier than before, giving them more time to prepare their orders.”

ARJAN KLOK, APPLICATION WAREHOUSE MANAGEMENT SPECIALIST, JUMBO

Jumbo set a number of objectives beyond simplifying its output management landscape to a single solution. Bringing down costs by printing documentation in-house that had formerly been outsourced meant the solution would have to work seamlessly with a variety of devices, in many locations. In addition to hard-copy output, documents must also be produced in PDF format to be sent as email attachments and for storage in a long-term archive.

“Financial and other documents must be retained for many years for legal compliance reasons. The OpenText solution provides a single source of output, in standard formats, such as PDF documents as well as metadata that can be easily archived for later retrieval,” says Klok.

Mission-Critical Output with No Disruptions

To avoid disruption and changing the familiar look of its documentation, Jumbo utilized the flexibility of Document Presentment for SAP Solutions. The company took a phased approach to migrating each and every document type, creating flexible document templates along the way. By doing so, users at stores and warehouses didn’t have to be retrained, nor did they notice any disruption.

“We cannot afford any disruption to business-as-usual processes. Warehouses operate 24 hours a day, receiving goods and preparing them for onward distribution to our stores. We needed the flexibility OpenText gives us for real-time, on-demand output, in addition to the regular batch production runs that we use on a daily and weekly basis,” adds Klok.

The solution also ensures that documents are produced in the correct order, on a true first-in, first-out basis. Due to the nature of the data that has to be assembled for some documents, the output order may not be the order in which the print jobs are ready. The system takes care of the actual output order, thus avoiding confusion with operations such as the logistics of loading.

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systems. OpenText is truly mission-critical to our business. We’re even able to produce the store order books a day earlier than before, giving them more time to prepare their orders,” says Klok.

Easier Maintenance, Less Storage, and Optimized Layouts Reduce Costs

Being able to quickly make changes to document templates, using the intuitive user tools available, Jumbo has been able to effectively drive down the total cost of ownership of its output management. Optimizing the layout of key documents, such as the order books sent to stores weekly, by removing unnecessary white space has also reduced the total number of pages produced.

“Bringing outsourced document composition and production in-house alone was a money saver for us. By optimizing layouts, without affecting the integrity of documents, we’ve reduced our costs further. OpenText lets us fine-tune our layouts quickly and easily, and once tested, it’s easy to deploy into production,” explains Klok.

With optimized documents comes another cost saving: reduced storage. Smaller footprint documents take up less disk space in the document archive, and the savings mount up with more than 360,000 pages being produced each week.

A Solid Platform for Future Expansion

With the solution live and meeting the original objectives, thoughts are now turning to opportunities for the future, possible only due to the new solution. Jumbo is now looking at extending the use of the solution for additional reporting and correspondence. Through the standard integration with SAP that the solution offers, Jumbo is also looking at making more document types available within SAP. By doing so, users will be able to see what documents have been sent, when, to whom, whether they were emailed or printed, etc.

“User confidence is high, the solution is reliable, flexible, and easier to maintain. This gives us the solid platform from which to build in the future,” concludes Klok.

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