

DT GROUP ACHIEVES SIGNIFICANT BENEFITS WITH EDI FROM TRUECOMMERCE



Supporting a Constant Growth

Over the last hundred years, DT Group has grown to be the largest retailer and distributor of building materials in the Nordic region.

Today, DT Group consists of more than 400 stores and has almost 8.400 employees in nine countries. In Denmark, the company is known especially for the building material chains STARK and Silvan, and the company is also represented by the chains Starkki and Beijer in Finland and Sweden, respectively.

DT Group has a long tradition for working on automating its communication using EDI.

"DT Group is a business that is in constant growth, and as part of this journey, our EDI solution from TrueCommerce has been an important element, ensuring the business and technical support of the growth. With help from TrueCommerce's EDI solution, we have achieved profits in the form of financial savings, time reduction, better data quality and a higher level of customer satisfaction", says Financial Development Manager, DT Group, Mads Hvelplund.

With the exchange of millions of invoices and orders, etc., the large retailer and distributor of building materials DT Group only needs to save a few cents per transaction in order to turn their profit into large amounts. In addition, DT Group improves their data quality and, in the end, enjoys increased customer satisfaction and loyalty.

Ensuring Growth with Fewer Resources

The number of transactions is growing constantly but can be handled by the same number of employees. Mads Hvelplund explains it this way: "Every year, we receive more than 1.5 million invoices in Denmark alone. We receive two-thirds of them as electronic invoices, and even though more invoices are constantly coming in, we do not have to hire more staff to handle them. They can all be processed using our EDI solution from TrueCommerce."

He explains that DT Group is well aware that it is not possible to eliminate traditional invoices completely, but the goal is to ensure that an even larger share will be handled electronically. It is an advantage for DT Group, but also for the supplier, who saves money e.g. postage, printing and enveloping.

"Less than 15 minutes after one of our suppliers has created the invoice, we have it in our systems. Compared to our previous process, where the invoice was sent physically by mail, this process makes it much easier to manage our business", says Mads Hvelplund.

BENEFITS

- Time savings and reduced costs
- Simplified procedures and less errors
- An increasing number of transactions is handled without allocating more resources

Efficient Management Tool

DT Group's building material chains deliver a number of building materials directly from the manufacturer to the construction sites in the Nordic region, and, in this respect, the company's solution from TrueCommerce plays an important role.

"In order to manage our finances and liquidity in the best possible manner, it is important that we invoice our customers at the right time at the change of month. When everything takes place electronically, we do not have to spend time on manual procedures that can delay the process. With help from TrueCommerce, we are in much better control of our business," says Mads Hvelplund. He continues:

"There is no doubt that our EDI solution saves us a lot of money as well as strengthens our data quality. We can see that there are fewer errors today, which means that customers very rarely experience that a product is unavailable."

Saving Money and Increasing Loyalty

Business knowledge about partners is crucial for DT Group. Mads Hvelplund elaborates:

"Through all these years, TrueCommerce's consultants have exhibited a very high level of professionalism and, not least, deep insight into our business. Today, TrueCommerce's EDI solution is at the very center of our business, with more than 400 suppliers exchanging electronic invoices with us. In this context, it is reassuring to know that we can always receive competent, fast help and support from TrueCommerce if problems arise."

For DT Group, the benefits of using EDI are not limited to receiving invoices electronically. Mads Hvelplund explains that there are also interesting perspectives related to sending electronic invoices to customers:

"At DT Group, we have more than 100,000 credit customers, the majority of which receive more than 30,000 invoices from us.

By digitising the invoicing process, we make life easier for our customers. In this way, we create a win-win situation. We simplify our procedures and save money for both our customers and for ourselves. In addition, our customers find it easier to deal with the many invoices. Our customers therefore receive their invoices quickly, which enables them to invoice their end customers quickly. This ultimately improves our customers' liquidity. In this way, we create greater customer loyalty."

A couple of years ago, DT Group expanded the solution from TrueCommerce to also include invoice management for the company's customers in the public sector.

"We have more than 5,000 customers in the public sector. A couple of years ago, when electronic invoicing became a requirement, it was only natural for us to ask TrueCommerce for help. Today, we save a lot of money by having implemented the EDI solution. Our expenses per invoice to customers in the public sector are now considerably lower than the expenses we had for postage, printing and enveloping when we were sending paper invoices," Mads Hvelplund concludes.

There is no doubt that our EDI solution saves us a lot of money as well as strengthens our data quality. We can see that there are fewer errors today, which means that customers very rarely experience that a product is unavailable."

– Mads Hvelplund

Financial Development Manager
DT Group

ABOUT TRUECOMMERCE

TrueCommerce gives organisations the competitive edge with a flexible and cost effective solution that harnesses the scale of our global commerce network underpinned by our best of breed managed service, delivered by locally based service consultants. With TrueCommerce, organisations of any size can easily connect with any trading partner while enjoying the peace of mind of a proven platform that reliably handles tens of millions of transactions annually.

Connect. Integrate. Accelerate.

Coventry +44 (0)845 643 6600
Manchester +44 (0)845 643 6600
Copenhagen +45 (0)4582 1600
Dublin +353 (0)1 511 1263

Email: infouk@truecommerce.com

www.truecommerce.com



Call us today on 0845 643 6600 or email infouk@truecommerce.com

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