



CASE STUDY

# TrueCommerce & Kvik Enabling Seamless EDI for Scandinavian Design Expansion



## Overview

Kvik is a Danish company renowned for modern kitchen, bathroom, and wardrobe solutions. Founded on the principles of affordable Danish design, Kvik offers stylish, functional interiors at surprising low prices. They introduced the SamtaleKøkken® concept, which positions the kitchen as the heart of the home – a space for cooking, socialising, and everyday life.

With over 180 franchise stores across 13 countries - including Belgium (French), Denmark, Faroe Islands, Finland, Germany, Netherlands, Norway, Spain, Sweden, Thailand (English & Thai), Taiwan, and the Philippines - Kvik continues to expand throughout Europe and Asia. Sustainability remains a core focus, with the integration of recycled materials in many of their products.

**“We needed a reliable, futureproof EDI platform to support our growing operations and ERP upgrade.”**

**Tom Bober Tønnersen**  
IT Development Director, Kvik

## The Challenge

Kvik aimed to modernise its EDI infrastructure as part of a broader digital transformation. The company was moving away from Microsoft BizTalk Server and migrating its ERP system from Microsoft NAV to Business Central (BC). This transition required a stable, scalable, and future-proof EDI solution that could integrate smoothly with suppliers while supporting the evolving needs of a growing franchise operation.

## The Solution

To ensure seamless integration and operational stability, Kvik selected TrueCommerce's Managed Service for EDI, moving to a modern, scalable environment. The solution includes the TrueCommerce Business Central App, enabling direct integration with their new ERP.

Kvik also uses E-broker, which is integrated with both their suppliers and TrueCommerce's platform. This setup, combined with the TrueCommerce Supplier Portal, allows for efficient electronic collaboration with all suppliers, whether EDI-capable or not, ensuring broad connectivity across the supply chain.

TrueCommerce provided dedicated onboarding support, helping Kvik achieve high supplier adoption rates and maintain consistent data exchange across its growing international franchise network.

**“Kvik chose TrueCommerce’s Managed Service when moving away from the old BizTalk server to ensure a more stable EDI solution.”**

**Tom Bober Tønnersen**  
IT Development Director, Kvik

## Unique TrueCommerce Benefits



Supplier onboarding expertise enabling broad EDI adoption. Supplier Portal enables digitised workflows with nonEDI suppliers



Seamless integration with Microsoft Business Central via the TrueCommerce BC app. Scalable and flexible platform aligned with international expansion goals



Reduced internal IT workload thanks to proactive managed services. Stable, uninterrupted operations.

## The Results

TrueCommerce's invoice and order solution now offers a scalable and future-ready platform, supporting Kvik's ongoing expansion into international markets.

## Looking Ahead

Kvik plans to continue leveraging TrueCommerce solutions as they expand their franchise network globally, delivering affordable Danish design supported by a robust, digital supply chain.

**“TrueCommerce’s Managed Service gave support us during our ERP upgrade and supplier integrations.”**

**Tom Bober Tønnersen**  
IT Development Director, Kvik

**01**

**Stable, dependable EDI** infrastructure with reduced reliance on internal IT

**02**

**Efficient supplier integration** via both portal-enabled EDI and full EDI connections

**03**

**Supplier onboarding** success, driven by TrueCommerce support

**04**

**Digitised workflows** with nonEDI suppliers through the TrueCommerce Supplier Portal

**We're confident TrueCommerce will continue supporting our journey towards scalable growth and sustainability.**

**Tom Bober Tønnersen**  
IT Development Director, Kvik

