

Case Study: Sourcing Module

European Consumer Products Retailer with offices in Hong Kong, China, Thailand, Vietnam and Turkey strengthens Group's strategic purchasing activities in the Asian region, bundling the procurement of selected food and non-food products in Asia.

The group, with its headquarters in Germany, is one of the largest food retailers in Europe with a strong non-food business base. It operates in 21 European countries through supermarkets, discount stores, DIY stores and travel agencies.

European Consumer Products Retailer

Industry
Consumer Products

Location
Europe

Topo Module
Sourcing

Results with TOPO SOURCING



50%

Time Reduction

on supplier email communications



25%

Faster Consolidation

on multiple product offers

- Better transparency in communication
- Reduced administrative overheads
- Boost in operational efficiency
- Improved internal & external collaboration
- Increased engagement from suppliers
- Ability to make informed decisions
- Higher visibility of sourcing operations

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Topo Solutions' Sourcing platform helps our users to work more efficiently and have greater transparency over our sourcing activities. We can now focus on the most important tasks.

Topo's team also makes sure our digital sourcing software stays up to date, and future-proof with their agile approach.

General Manager - Operations Hong Kong, European Consumer Products Retailer

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The Challenge: Retailer wanted to digitize its sourcing efforts

Retailer's sourcing office aimed to digitize and automate their sourcing processes, to adapt to the changing supply chain landscape. As remote collaboration became the norm, digitization became essential during and post pandemic.

Without Topo, Retailer's users had to email suppliers to get the data they needed. They used Excel and emails as their main communication tools, which caused problems such as Excel file conflicts, lack of standardization and manual efforts to consolidate offers before sending them to buyers as well as other departments in the headquarters. Generating analytics to support data-driven decisions was a complex and time-consuming process. As a result, considerable manual effort was required to generate visibility on sourcing activities such as new enquiries, new product ideas and high-level overview.

To address these challenges, Retailer was looking for a solution to:

- **Improve** governance by enabling online communication with suppliers
- **Reduce** manual efforts to lessen time & risk associated with product offer consolidations
- **Enable** flexibility, scalability and customization in day-to-day work

Topo has enabled the Retailer to create more collaborative and connected sourcing and supply chain operations through greater visibility, automation, and standardization for its sourcing activities of all products in Asia.

The Solution: Collaborate better, one platform for all stakeholders

Topo and the Retailer have joined forces to streamline agile sourcing, platform collaboration, and offer a process standardization for all products. Retailer leverages Topo's sourcing module to request and receive product offers, and quotations from suppliers.

The inquiry process is faster and easier with bulk sending of requests. Mandatory fields on the forms ensure that suppliers provide the information, unlike before Topo when information was sometimes incomplete, and more time was required on emailing suppliers to get the necessary data. The process of consolidating offers became easier and Retailer saw tremendous time saving. Their team can now generate a product overview from scratch instead of consolidating multiple Excel sheets with different offers from various suppliers and then copying and pasting data to one presentable Excel.

Facilitation of data-driven decision making: Their users can now choose suppliers by automatically calculated KPIs. Merchandisers and other business stakeholders have more visibility to evaluate and recommend the right supplier based on their performance, price, quality, lead times, achieving deadlines and more such parameters. Merchandisers and other business stakeholders can now see everything clearly. Overall, there is a high level of transparency and better collaboration for all stakeholders.

With Topo's low-code technology used to build the digital sourcing module, Retailer has found the solution to:

- **Reduce** the time taken to manage supplier email communications
- **Improve** sourcing activities by putting efforts where it matters the most
- **Efficiently** manage resources



The Process: Topo digitizing and streamlining global sourcing for Retailer

EU based Consumer Products Retailer is one of the leading sourcing organizations in Asia that works with various suppliers in their global supply chain. The Topo Platform simplifies and enhances the product sourcing, communication, and supplier selection process between different parties involved in Retailer's global trade. By using the platform for almost two years, Retailer has been able to improve its efficiency, productivity, and profitability. Their team has experienced the following benefits from using the Topo Platform:

- **Detailed product information:** The users and suppliers can showcase their products in the best possible way. Topo lets suppliers record product videos and product images, and upload them to their profiles. Suppliers can also provide detailed product information, such as product specifications, product certifications, pricing, logistics information, and more. The users can access all this information from one place and make informed recommendations.
- **Instant communication:** real-time, well-organized and fully traceable communication between the users and suppliers was enabled, allowing for quick updates, changes, and confirmations on product requirements and specifications.
- **Price quotations:** The Topo Platform can facilitate negotiations and price quotations between buyers and suppliers. Retailer can request quotations from multiple suppliers for the same or similar products, and compare them side-by-side. Suppliers can also respond to quotation requests with customized offers, promotions and discounts. The users can identify the best and most relevant quotations for buyers, who can then select the most suitable quotation for their requirements and assign it as the winning quotation on Topo.
- **One platform:** Topo brings sourcing, article information, instant communication and negotiation to one platform. It also provides security and transparency for both Retailer's team and suppliers, ensuring a smooth and hassle-free experience.