# TCG
### ENABLE THE DIGITAL ENTERPRISE

## Digital Retail -
## TCG Process gets Globus off the ground

# GLOBUS

## Summary

During the IT carve-out, Magazine zum Globus AG outsourced its IT services within a very short time and selected DocProStar from TCG Process for iCapturing ("intelligent capturing "). DocProStar is used for non-PO based invoices and PO-based invoices and delivery notes. The capture is coupled and refined with a keyword search as a clue for initital account assignment, and automatic matching on goods receipt and order items. The automatic reading of detailed items requires a very high degree of accuracy in order to automate the direct comparison with reference data from SAP as far as possible. Complete invoice validation is done to carry out the posting of goods receipts in SAP without additional manual intervention.

**Industry:** Retail

**Highlights:**

▶ Efficient posting of invoices and delivery notes with automatic data reconciliation
▶ Automated reading of detail items and comparison with reference data from SAP
▶ Short implementation time for the DocProStar platform
▶ Stable, low-maintenance process

## Background

After the sale of Globus from the Migros Group in February 2020, the company was faced with the challenge of completing a so-called "carve-out" of the IT services purchased from the Migros Group within a very short time. "The carve-out meant that we had to outsource around 80% of all Globus' IT services and establish them on independent systems," says Giovanni Odoni, Head of IT Business Solutions at Globus who was accountable for overall success of the project.

"DocProStar captures positional data with an accuracy that is a real joy to use"

Giovanni Odoni
Head of IT Business Solutions,
Magazine zum Globus AG

"DocProStar was implemented rapidly and is incredibly robust in operation"

Gabriela Richner,
Head of Administration Billing Office

For this to be successful, Globus was looking for a solution to capture invoices and delivery notes with automatic data reconciliation.

## Implementation and cooperation

DocProStar from TCG Process caught Giovanni Odoni's attention a few years ago, and now it was time to implement this solution for "intelligent capturing (iCapturing)" at Globus.

"DocProStar from TCG Process is the most suitable solution on the market for Globus," continues IT Manager Giovanni Odoni.

The solution has taken on a pioneering role for data capture in the Swiss market. Globus uses DocProStar's keyword search functionality to automatically perform the account assignment for around 30,000 non-PO based invoices per year. DocProStar is furthermore used for processing approximately 83,000 PO-based invoices and associated delivery notes per year, where the purchase orders are automatically matched to receipt items and delivery notes are automatically matched to order items. Receipts are subsequently automatically posted in SAP. The entry of delivery notes has been extended to include a special query function, which allows users to clarify questions or uncertainties before the goods receipt is finally posted in SAP.

The special feature of the solution for Globus is not only the automatic reading of detailed items and its accuracy, but also the enrichment of the captured data through comparison with reference data from SAP. In the case of invoices, line items are compared with the corresponding goods receipt items from SAP and are subsequently made available to the workflow.

Once posted to SAP, quantity errors (for example, if the quantity on the goods receipt does not match the quantity on the invoice) or price deviations (where the price on the invoice does not match the ordered price) can be processed, released or rejected immediately. This enrichment of the captured data eliminates time spent by SAP users searching for discrepancies over the entire

invoice, resulting in a significant reduction in work and time, especially with long, multi-page or even consolidated invoices (with several orders).

To carry out the matching with goods receipts, delivery notes must first be posted in SAP. Here, too, DocProStar's position recognition helps. In processing, DocProStar has significantly improved accuracy and increased efficiency by another 25% compared to the previous (already electronic) document processing.

When processing delivery notes, all line items are automatically captured and validated by comparing with the order items in SAP. If there are any discrepancies, DocProStar immediately requests clarification. The correct goods receipts are then automatically posted by DocProStar in the SAP system.

Since the implementation of the new system, the efficiency of the employees in the area of document management has improved massively, especially in the scanning of documents (digital mailroom) as well as in the filing and retrieval of information. In addition, Globus has further reduced costs through the optimization and digitalization of processes.

## About Globus

As a Swiss retailer, GLOBUS has been offering unique worlds of inspiration with international brands, exclusive products, sensual shopping experiences and excellent service for more than 125 years. With great passion and attention to detail, GLOBUS aims to inspire, inspire emotions and offer a seamless shopping experience - whether in the department stores, at home or on the go. True to the motto "the place we love to be", GLOBUS wants to redefine customer and employee centricity and be the No. 1 premium and luxury destination in Switzerland. The company belonged to the Migros Group from 1997 to 2020. In 2020, it was sold to a joint venture of the Austrian SIGNA Holding and the Thai Central Group. This group owns luxury department stores in Germany, Italy and Denmark. Recently, the Selfridges Group in the United Kingdom ("Selfridges"), Holland ("Bijenkorf") and Ireland ("Brown Thomas Arnotts"), also belong to it. In Switzerland, GLOBUS department stores are represented at nine locations in the largest cities.

www.globus.ch