

# DO IT IN TIME WITH ROSSMANN

„TODAY EMPLOYEES ARE REMINDED OF  
THE TASKS WITHIN THE SYSTEM AND  
ALSO VIA E-MAIL DAILY.

NO MORE DELAYED TASKS.”



**WHY DID WE IMPLEMENT TASK  
MANAGEMENT, WHILE WE HAVE THE BEST  
POSSIBLE ERP AND DMS FOR OUR NEEDS?**

## ABOUT THE CUSTOMER

We are one of the biggest German-owned drugstore -  
perfumery retail companies within our country with a wide  
coverage of 125 shops and 660 employees.

Each shop employs a team of 8-10 people and their main task  
is to supply customers with the same high standards as in the  
sister stores of Germany. Customer experience is the number  
one priority; we want our customers to find what they need.

Our HQ comprise 160 employees, who are professionally  
organized according to our company's processes. We have  
taken our 22 years of experience in the local market and 188  
years in the international market of our owners to implement  
IT solutions that support our workflows in accordance with  
our high standards. We have well-built ERP, document  
management and workflow systems tailored exactly to our  
needs.

## THE CHALLENGE

I can say that as all retail companies, we also have a very detailed closing process for the end of each month. We can provide high-quality data to our management to make decisions for the future growth of our company. The process is well described, documented and is backed by a team of two from the controlling department.

We are known for having things fully under control. The challenge we received from management is to have the data within the 1st week after the end of the month, so they can make real-time decisions. Before, using our best effort, we could only provide the reports by mid-month. We feel this was holding us back, while we had identified growth potential in the market.

In our search for an optimal solution, we were looking for a solution that could affect the running time of the workflow, while not changing the process. We were not willing to implement a solution that would force us to make a modification; we just wanted to get control of the bottlenecks, which were holding us back in on time delivery.



## THE SOLUTION

So, how did we solve this? Easily, we searched for the right tool, Andoc.

The Andoc task management system we implemented did not force us to redefine our workflows; it just aligned fully to our closing process. All of our 820 tasks are automatically assigned to the appropriate professional on the last day of the month with deadlines and dependencies. Today, employees are reminded of the tasks within the system and also via e-mail daily.

If someone is not available or is just too overloaded to take care of their tasks in time, it will not hurt our main deadline of 5 business days. Andoc will notify necessary people to step in, let it be substitutes or managers. Of course, an employee can be proactive and can hand over the tasks if they feel it is necessary.

From the 3rd working day, our top management receives an automatic report on deliveries to see if we are on track for the month. If there are any issues, they can step in to ensure the process runs smoothly.

Today decisions based on last month result can take effect immediately, and not with a 30 days' delay like before. This ensures the stability and the opening of the next 25 stores that will soon be in our country.

Andoc's flexibility gives us the possibility to add additional steps to the process on our own; we need no interaction from the supplier. Based on request, they are ready to support us with their great experience of how to fine tune the implemented system.

Implementation was done by the supplier, showing their routine and process oriented working within 10 days, they have done required enquiries, parameterization of system and handover testing.

In short, we only could affect business 30 days after the closing of the month. However, within 10 business days, we can now react to our fast changing market in all our shops. If you also want to improve your internal task management, we suggest you implement Andoc today.