



CASE STUDY:

JYSK builds more profitable and productive supplier relationships using DocuWare



JYSK uses DocuWare to store thousands of contracts and automate expiry date notifications, saving time, cutting costs, and enabling stakeholders to start negotiations as soon as possible.

COMPANY & CHALLENGE

Headquartered in Brabrand, Denmark, JYSK is an international retailer offering furnishings, fittings, textiles, and accessories for the home and garden. Founded in 1979, the company operates 3,170 directly-owned and franchise stores and web-shops across 49 countries worldwide and employs 28,500 people. Part of the Lars Larsen Group, JYSK achieved annual turnover of EUR 4.4 billion in FY2020/21.

Expertly-crafted Scandinavian homeware and great customer offers have helped JYSK to become one of the largest Danish companies in the world. To bring its products to global markets, the company relies on many external partners for logistics, raw materials, IT infrastructure, and more.

Liudas Drukteinis, Business Specialist Coordinator at JYSK explains: “We are always looking for opportunities to negotiate agreements with suppliers so that we have the most favourable financial terms possible. For example, if we have worked with the same vendor for many years, we could open discussions about potential discounts. Of course, to achieve this we need to keep a close eye on contract details and expiry dates.”



Within JYSK, different business departments previously used their own methods for storing, securing, and managing the thousands of supplier contracts generated by their operations. While some relied on digital contracts and Excel spreadsheets, others used manual, paper-based processes and filing cabinets.

To improve its contract storage and tracking processes, JYSK started to plan a new document management strategy. The company decided to use digital documents as standard, stored in a secure, centralised archive, and wanted a way to keep employees fully updated on the current status of each contract.

“We were not going to deploy the new strategy across all business departments from day one,” adds Liudas Drukteinis. “Instead, we aimed to work with a few departments to establish a working model that made life easier for contract owners, and ensured they knew when the time was right to start engaging with suppliers. Once the benefits of the new model were clear, we would offer the service to other sections of the business.”



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Liudas Drukteinis, Business Specialist Coordinator at JYSK



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Business Specialist Coordinator at JYSK



SOLUTION

JYSK approached vendors and requested a document management and archive solution that would enable automated notifications to contract owners when expiry dates approach. After evaluating the possible options, the company decided to partner with Ricoh and to implement DocuWare Cloud.

Liudas Drukteinis explains: "DocuWare offered the ideal combination of secure document storage and automated workflows, at an excellent price. Being able to use the cloud delivery model was another major advantage: our users often work on the move, and DocuWare Cloud enables them to log in to the document storage archive from anywhere, anytime, to check the specific details of supplier contracts."

Working with Ricoh, JYSK deployed and configured the DocuWare Cloud instance. The system provides a single digital file cabinet, partitioned by business department for contract storage and management. Access controls determine which users can read and amend contracts—ensuring high levels of security and confidentiality.

When JYSK receives a new contract, finance managers or department stakeholders simply upload an electronic copy to DocuWare, which automatically reads and indexes values

such as dates and titles. The stakeholder enters additional fields, including the name and contact details of the contract owner, the expiry date of the contract, and the time when the owner will need to take action. At this point in the contract lifecycle, DocuWare automatically informs the owner to reach out to the supplier to discuss new terms and conditions.

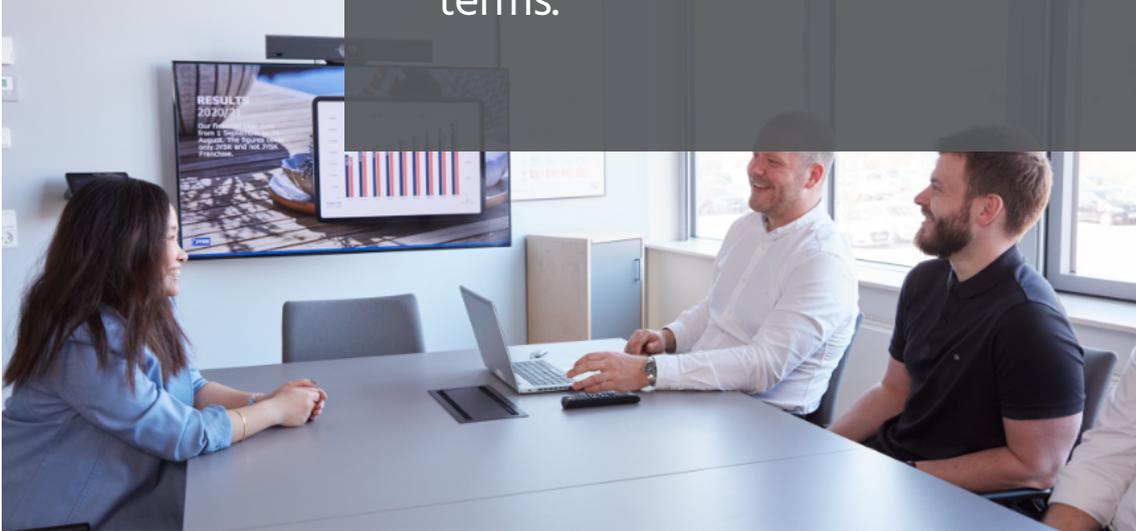
Liudas Drukteinis continues: "Feedback from business users has been very positive. In particular, they highlight that DocuWare is easy to navigate, with a very short learning curve. It really is simply a case of entering the relevant data and storing the document, then the system notifies the owner when the time comes. And whenever we have needed guidance, the support from Ricoh and DocuWare has been excellent."

BENEFITS

Using DocuWare, JYSK has successfully designed and implemented streamlined workflows for contract management. Today, JYSK finance teams in multiple countries, the IT department at corporate headquarters, and distribution centres across Europe have embraced DocuWare as their main contract management system, storing a total of around 2,500 documents in the electronic archive.



With DocuWare, we are always a step ahead and can be more proactive in our negotiations with suppliers, helping to ensure we get the best possible financial terms.



Liudas Drukteinis comments: “We have created a more reliable approach for contract management. Automated notifications keep stakeholders fully informed about the status of each contract, reducing the risk of departments losing track of expiration dates. With DocuWare, we are always a step ahead and can be more proactive in our negotiations with suppliers, helping to ensure we get the best possible financial terms.”

For the JYSK departments moving away from manual paper-based contract management, the DocuWare solution unlocks valuable time savings. Rather than having to rummage through physical filing cabinets to find contracts approaching their termination date, users now use the intelligent search function in DocuWare to locate documents in an instant—leaving them more time for other value-add work.

The switch to DocuWare has opened the door to cost savings, too, as Liudas Drukteinis explains: “Using a cloud solution means we avoid IT infrastructure costs, while the move to digitised contracts cuts our spending on printing and physical document storage. With each contract consisting of five or more pages, this represents a significant saving. Plus, the paperless approach helps us reach our environmental sustainability targets.”

In addition, the DocuWare solution is helping JYSK to satisfy compliance requirements. For example, the system will automatically delete contracts at the end of pre-defined retention periods in line with regulations. At the same time, the company has also implemented controls that prevent business users from removing contracts from the archive—increasing document security and ensuring contracts are always available for analysis.

Moving forwards, JYSK plans to increase its use of DocuWare across its operations. Currently, the company is creating DocuWare archives for its HR department and for storage of property rental contracts, and is considering an integration with its SAP ERP system that will support more advanced business intelligence workflows.

Liudas Drukteinis concludes: “There are so many avenues that we can take with DocuWare, including using analytics to gain a high-level overview of our contracts. Working with Ricoh has been a great experience, especially our account manager and technical support team. DocuWare is a really valuable solution, helping us to hold more profitable and productive discussions with our network of suppliers as we build the next growth phase for JYSK.”

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services, thus enabling individuals to work smarter. With cultivated knowledge and organisational capabilities nurtured over its 85 years' history, Ricoh is a leading provider of document management solutions, IT services, communications services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2021, Ricoh Group had worldwide sales of 1,682 billion yen (approx. 15.1 billion USD).