



CASE STUDY

Napoleon Transforms Direct Materials Supplier Collaboration with SourceDay

Jean Louis Marin, VP of IT & Louise Mayer, ERP Improvement Manager at Napoleon share how launching a cloud supplier collaboration platform increased on-time delivery by 35%, decreased invoice errors by 90% and saved buyers 1-2 hours a day.





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Before & After SourceDay



One of the greatest benefits that we've seen to date is the time-savings for each of our buyers. After streamlining the communication process between buyers and vendors...we're seeing a savings of 1-2 hours per day.

– Louise Mayer | ERP Improvement Manager at Napoleon

Before SourceDay



PO errors undermined planning & inventory management effectiveness



Late supplier deliveries led to underutilization of company resources



10-12 incorrect invoices per day driving higher labor costs



Margin erosion resulting from higher expedite costs & overpaying suppliers

After SourceDay



35% increase in on-time supplier delivery



90% reduction in incorrect invoices per week



100% accurate PO planning and payment data in ERP



Buyers save 1-2 hours per day



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Ending the Game of Telephone Tag

Napoleon was struggling to maintain customer satisfaction and avoid product margin erosion in the midst of high growth. At the root of these business challenges were significant inefficiencies in the first mile of their supply chain, supplier collaboration. Managing supplier pricing, quantity, and lead-time data through email, spreadsheets and phone calls meant they lacked the visibility necessary to cost effectively deliver against growing demand for Napoleon products.

The constant, yet incomplete back and forth between Napoleon's procurement, accounts payable teams and suppliers slowed down the materials purchasing process. These challenges were compounded because PO pricing, quantity, delivery dates weren't updated in the ERP. This meant planning, scheduling, production and finance teams operated on bad data.

“ One of the biggest challenges we had was receiving confirmations on our POs and the whole communication process. It was very manual and it took up a lot of time. It was easy to miss information and to lose some of those confirmations between the vendors and the buyers. -Mayer ”

Supplier Collaboration Before SourceDay

- + Time-consuming manual process for managing POs
- + Inaccurate supplier invoices led to overpayments
- + Late & incomplete deliveries due to incorrect lead times or quantities
- + Late shipments impacted customer satisfaction
- + Incorrect invoices backlogged accounts payable



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Streamlined Communication with a SaaS Solution

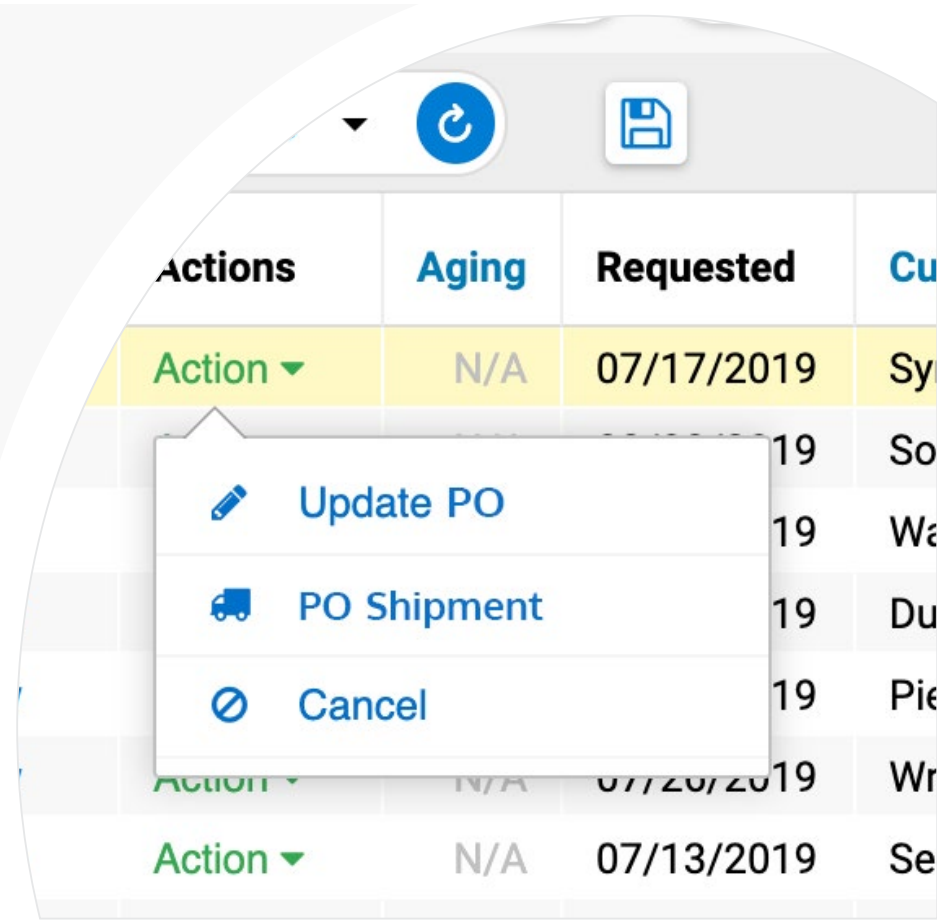
Napoleon needed to transform their purchasing process and automate manual procedures in their supply chain. "For us, the critical issue was to streamline and error-proof the communications and acknowledgment process across our procurement, accounts payable and vendors," said Mayer.

“SourceDay provides us a platform where communication is all orchestrated in one place... It facilitates a lot of the notification and communication processes by letting the users know when they have to take action on things. We see the ability for both users on the procurement side as well as the vendor side to get access to information very easily. - Marin

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Purchase Orders

See real-time data in a single web interface for every detail of your PO





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Supplier Onboarding Support & Easy Adoption

Adopting a cloud-based SaaS solution like SourceDay allows Napoleon to simplify their supplier communication without having to maintain a supplier portal and support revisions.

Napoleon wanted to find a platform they could quickly implement without a complicated enablement and training process or a heavy burden for their suppliers. SourceDay delivered on that immediately by onboarding more than 200 of Napoleon's suppliers in 90 days.

SourceDay takes away the time-consuming task of training new end users. "SourceDay trained our buyers and participating vendors," said Mayer. "SourceDay will also train any new buyers and vendors that we bring in. It takes that load off us." Typically, training to use SourceDay takes only a half hour to an hour session. "It's that easy to use! Anyone can just jump in and start using it."

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One of the key things I would tell a colleague in recommending SourceDay would be the ease of implementation as well as how SourceDay partners with you to onboard the vendors and educate the users. - Marin

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SourceDay Pays for Itself in 3 Months

Napoleon went live with SourceDay in April, 2018 and saw a return on investment (ROI) in 3 months time.

Napoleon noticed an improvement in buyer productivity, increased on time deliveries, and stopped overpaying suppliers. Production plans became more accurate thanks to SourceDay's software and Napoleon discovered a drastic increase in their ability to deliver to customers on time. After implementing SourceDay's AP product, Napoleon decreased incorrect invoices by 90% per week, reducing labor costs and improving productivity in their Accounts Payable department.

“We've become much more effective due to the time savings we're seeing...by having extra time to review planning information on a regular basis, our buyers can make better decisions when suggested POs come up for review. -Mayer

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Supplier Collaboration with SourceDay

- + 35% increase in on-time delivery
- + 100% accurate supplier pricing
- + 25% buyer time saved per week
- + 90% reduction in incorrect invoices per week



SourceDay

Since 2015, Austin startup SourceDay has helped manufacturers and distributors improve their supply chains and grow their businesses. SourceDay removes waste and mistakes from global supply chains by freeing teams from unorganized email messages and cumbersome spreadsheets. More than 100 manufacturers use SourceDay to manage the billions of dollars that they spend on the materials they need to make their products. Managing spend through SourceDay's centralized platform eliminates human error and inefficiency while dramatically improving a company's ability to maximize margin and meet customer commitments on time.

Napoleon

Napoleon Products is North America's largest privately-owned manufacturer of quality wood and gas fireplaces (inserts and stoves), gas and charcoal grills, outdoor living products and heating & cooling products. For more than 40 years, their vision has been to inspire and enhance the most memorable experiences people enjoy in their homes.

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SourceDay paid for itself in less than 3 months. - Jean Louis Marin, VP of IT at Napoleon

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