



## Case Study

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# Napoleon

NAPOLEON TRANSFORMS DIRECT MATERIALS  
SUPPLIER COLLABORATION WITH 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

**35%**

More On-Time  
Deliveries

**90%**

Fewer Incorrect  
Invoices

**1-2 hrs**

Saved per Day

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## BEFORE

### **Inaccurate POs**

PO errors undermined planning & inventory management effectiveness

### **Late Deliveries**

Late supplier deliveries led to underutilization of company resources

### **Incorrect Invoices**

10-12 incorrect invoices per day driving higher labor costs

### **Margin Creep**

Margin erosion resulting from higher expedite costs & overpaying suppliers

## Supplier Collaboration Improved with SourceDay



## AFTER

### **ERP Data Always Up-to-Date**

100% accurate PO planning and payment data in ERP

### **Accurate POs Improve Visibility**

35% increase in on-time supplier delivery

### **Fewer Mismatched Invoices**

90% reduction in incorrect invoices per week

### **Time Savings**

Buyers save 1-2 hours per day





# 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, and 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."**



**LOUISE MAYER**  
ERP Improvement Manager




## 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 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.”





**"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."**



**Jean Louis Marin**  
VP of IT at Napoleon

## SourceDay's SaaS Solution Streamlines Communication

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...We see the ability for both users on the procurement side as well as the vendor side to get access to information very easily." With the ability to see PO updates and take action all in one dashboard, both Napoleon's buyers and suppliers can be more efficient.

# Results That Speak for Themselves

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

Napoleon noticed an improvement in buyer productivity, increased on time deliveries, and stopped overpaying suppliers. 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,” said Mayer.







## Who We Are

### SourceDay

SourceDay is a supply chain performance software that bridges the gap between the ERP and the supplier network, making it easy to manage changes throughout the direct spend lifecycle.



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.