

# Driving digital transformation in retail



## Customer profile

A leading South African retail chain with over 400 stores nationwide, 20,000 employees, and a complex supply chain network. The retailer processes thousands of finance, HR/payroll, and marketing transactions daily, requiring a robust and efficient document management system. To remain competitive in an evolving retail landscape, the retailer sought to enhance operational efficiency, reduce costs, and modernise its document and print infrastructure.

## Business challenge and opportunity

The retailer faced significant inefficiencies in its document management processes, particularly in:

- **Finance operations:** Delays in processing supplier invoices due to paper-based approvals, impacting cash flow and supplier relationships.
- **HR/Payroll:** Extensive manual paperwork, increasing administrative burdens and compliance risks.

Additionally, the logistical challenges of transporting paper documents across multiple locations contributed to higher costs, processing delays, and security risks. Recognising the need for greater efficiency, the retailer aimed to digitise and automate these workflows, improving operations and data security.

## Our approach to enabling digital transformation

Altron Document Solutions partnered with the retailer to design and implement a tailored digital transformation strategy. Leveraging our expertise in **Enterprise document & records management systems (EDRMS)** and **Intelligent document processing (IDP)**, we developed a solution that eliminated paper-based inefficiencies, automated manual workflows, and seamlessly integrated with the retailer's ERP system.

## Solution Implementation

Our solution combined best-in-class technologies and process optimisation methodologies:

- **Document digitisation and automation:** Scanning and conversion of paper documents into structured digital formats.
- **Intelligent document processing (IDP):** Automated data capture, classification, and validation, reducing manual input errors.
- **ERP integration:** Seamless linking of digital documents to transactional workflows, enabling real-time access to records.
- **Compliance and security enhancement:** Implementation of role-based access controls and encryption to protect sensitive data.

**Altron Document Solutions' strategic approach to digital transformation in retail has redefined operational efficiency for this leading South African retailer**

## Measurable impact and business benefits

### Tangible benefits

#### 1. Cost savings

- Significant reductions in paper storage, transportation, and handling costs.
- Operational savings exceeding R5 million annually.
- Achieved an ROI of over 1,500% within the first year.

#### 2. Time efficiency and process optimisation

- Invoice processing time reduced from 30+ days to 3 days.
- Payroll document approvals streamlined, cutting HR processing time by 50%.

#### 3. Reduction in human errors

- Automation eliminated manual data entry mistakes, ensuring accurate financial transactions and regulatory compliance.
- Improved payroll accuracy, reducing discrepancies and employee queries.

### Intangible benefits

#### 1. Enhanced employee productivity and satisfaction

- HR and finance teams redirected focus to strategic initiatives instead of administrative tasks.
- Marketing teams benefited from faster approval cycles, enabling more agile promotions.

#### 2. Improved supplier relationships and cash flow management

- Automated invoice processing reduced delays and prevented service disruptions.
- Stronger negotiating power and avoidance of late fees resulted in improved supplier terms.

#### 3. Future-proofing the business

- Digital transformation positioned the retailer for further automation and rapid decision-making.
- Strengthened data governance and compliance with POPIA and industry regulations.

## Conclusion

Altron Document Solutions' strategic approach to digital transformation in retail has redefined operational efficiency for this leading South African retailer. By automating workflows, improving data quality, and optimising financial and HR processes, the retailer is now more agile, cost-efficient, and future-ready. This case study exemplifies the power of technology-driven process innovation in reshaping business operations for sustained growth.