

# customer case study

## Formido

Fourth Largest DIY Chain in the Netherlands  
Realize Significant Cost Savings with Uniface

### Business Challenge

Formido DIY is a franchise organization with over 80 DIY stores, the 4th largest DIY chain in the Netherlands. With 30,000+ items stocked in the stores, Formido ensures do-it-yourselfers have everything they need for the most common jobs in and around the home. The majority of the Formido sites are owned privately. Franchise owners are supported by Formido headquarters in many ways, with IT being a central function.

As a Uniface customer, Formido has several mission-critical C/S applications built in Uniface. Over the last few years Formido has undertaken several projects to upgrade and add new functionality to these applications, with the main goals being saving money and easing the work-load of franchise owners. <

### Solution

Formido has three Uniface applications that it relies upon for daily business: FDC—the financial credit and debit application; FAB—the assortment management application; and FIS—an application to manage the product arrangement in the stores.

Among the mission-critical applications that were upgraded is the invoicing functionality within the financial application. In the past the individual stores would get paper invoices from the suppliers and they were responsible for their own inventory and filing systems. In adding new functionality to the existing financial applications, the Formido headquarters were able to fully automate this process digitally. Now, all invoices are sent electronically and Uniface allowed a seamless integration between the central ERP system and the Axi retail system in the shops.

Huddie Klein, ICT-manager and with Formido, says, “Moving to paperless billing has saved us a sizable amount of money with administration and postal costs. The franchisees were also pleased with this as they don’t have to deal with the invoice paper trail anymore.” The application archives the invoices so they are always available for franchise owners to access via their in-store IT systems. <

### Customer



### Sector

Retail &  
Wholesale



### Country

The Netherlands



### Challenge

Formido invested in several IT projects related to Uniface in order to realize cost savings and to create better work flows with the franchise owners

### Results

- Saves thousands of Euros per year in administration and postal costs
- Paperless billing solution integrates with ERP and in-store IS systems, enhancing productivity and reducing postal expenses (by €20,000+)
- Automated matching of invoices and orders to uncover price differences, leading to €200,000+ in additional earnings

Enterprise Application Development

### Uniface Benefits

- 1 Productivity
- 2 Reliability & Security
- 3 Enterprise Scalability
- 4 Technology Independence
- 5 Technology Innovation
- 6 Integration & Reuse
- 7 Collaboration & Results
- 8 User Community
- 9 PartnersUnited Program
- 10 Powerful Development Environment

## Automation Enables Savings

Another piece of functionality that was added to the financial application is the scanning of invoices to uncover price differences between the supplier invoices and the list price on items the stores ordered. This used to be a task for individual franchise owners to check the invoices for discrepancies and then go back to the suppliers to declare any differences. With the new functionality in the Uniface application, this process is entirely taken out of the hands of the franchise owners and they automatically receive credits for any price differences in their product assortment.

Klein explains, “The franchise owners are especially happy with this functionality.” Where earlier individual owners had to go after the money that was owed to them by suppliers, this is now completely taken care of by the headquarters. “For the stores it is a way more efficient way of working, and they are glad they don’t have to deal with the suppliers on this issue.”

By automating this process which uncovers more than €200,000 worth of price differences per year, Formido is able to save hundreds of thousands of Euros on a yearly basis. “With this project, Uniface enabled us to in a relatively short period of time, deliver a great result to the business.” <

## Structured Work Results in Advantages

The Uniface Framework, with the added TCCO-templates has been very beneficial to Formido because the development team is able to work in a standardized, structured way. Having in-house customized applications has “so many advantages,” says Klein. With the latest Uniface projects, the development team was able to apply modern statements and functionality, ensuring the applications are modernized and ready for the future.

Huddie Klein describes one of the main benefits Formido experiences with Uniface, “One of the main advantages of Uniface is that it has been an extremely resilient and stable product throughout the years. Many technologies have come and gone in the 15 years we’ve been building in Uniface.” <

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## Moving Forward with Uniface

Formido isn’t standing still with regards to new projects and one of their main priorities is to create a web shop that will be totally integrated with the assortment application built in Uniface. “This allows us to get a great range of products online with only a small eCommerce team,” according to Klein.

Klein also sees a lot of potential with the Uniface JavaScript functionality and moving towards web applications. “Uniface is an essential piece of our IT portfolio and will play an important part in the future developments of Formido. Moving to the cloud will definitely be part of the strategy.” <