

Bolloré Thin Papers launches a new service supply chain, very innovative in the paper industry

Bolloré Thin Papers, the leader on the premium thin opaque paper market, has always put the needs and satisfaction of their customers at the forefront of everything they do. Bolloré continues to adopt this approach, which centres on providing a simple, responsive service that customers trust, and has announced that they are using a new WOS (Web Order Service) software, with the aim of better adapting production to their customers' changing demands. Faced with the challenge of managing a complex logistics chain, in addition to customers' many call-off orders and a steady rise in the stock of finished products, Bolloré Thin Papers decided to implement a new IT solution to manage orders. Using this, the paper manufacturer hopes to be able to better manage stock while adapting quantities to the pace of production campaigns. The WOS allows them to display stock by age, with the oldest appearing first: a logical way of optimising stock.

New WOS software provides access to logistics information in real time

The WOS portal, designed in collaboration with Honeywell, was officially launched in 2014. In line with efforts to simplify the supply chain, the software was implemented for customers by Bolloré Thin Papers' sales administration department.

Éric Riccobène, Information Systems Manager at Bolloré Thin Papers, explains, *'It's about showing our customers that we respond to their needs swiftly, and providing them with stock updates in real time'*.

The WOS is already being used by several customers in the pharmaceutical industry. For Bolloré's customers, the software guarantees 'zero breakdown', while reducing stock.

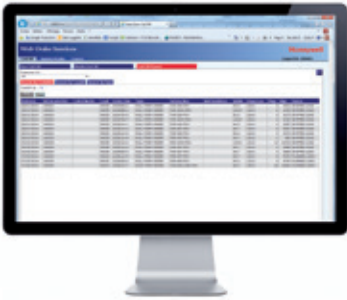


What the Web Order Service offers

In a sector where accessing accurate data in real time is so important, the WOS stock management solution is a huge benefit for sales teams. The software allows access to detailed information on the quantities released, volumes, requested delivery times and so forth, all in real time. For customers, the software improves order tracking by informing them of any stock movement when viewing their orders, stock availability (with old stock appearing on the screen first) and the option to place new call-off orders. New orders are only accepted if the oldest stock has already been sold.

In this way, types of stock and their movements can be closely monitored, and there is an increase in the amount of real-time information available.

'Thanks to the WOS software, we can really improve the quality of service provided to our customers, and we benefit from a more efficient supply chain', welcomes Éric Riccobène.



One year later: a tried-and-tested solution with development opportunities

'The WOS solution will allow Bolloré Thin Papers to significantly reduce their stock of finished products, optimise machine production capacities, and make it easier to manage stock rotation. Looking forward, there are planned changes to the software, for example customers will soon be able to print administrative documents such as invoices, and will be able to download a file containing their stock information, etc.' Éric Riccobène explains.

This comprehensive solution allows Bolloré Thin Papers to guarantee a responsive service and optimise their supply chain, all while ensuring that stock is managed efficiently and effectively.

