

Tokmanni

Introduction

Tokmanni is the leading discount retailer in Finland, with more than 360 big-box stores as of August 2023. The largest Nordic retailer is also expanding, having recently purchased a Swedish retail chain, Dollar Store. The Tokmanni Group purchasing team is comprised of 80 professionals responsible for finding the best product at the best price for thousands of items, ranging from apparel to groceries to household goods.

Challenge

The Tokmanni team had two primary goals when searching for a new solution: reduce purchasing price and streamline vendor evaluation. When they began their search for a new supplier seven years ago, Scanmarket was compared to five other potential vendors but easily won the bid based on the user-friendly interface and clear potential for savings.

Solution

From signing to implementation, the solution was functional and already integrated into daily processes within roughly six months. The purchasing team quickly developed methods for new vendor selection and pricing negotiations. Initial steps include using the eRFx module to distribute questionnaires amongst an average of five to ten potential vendors. Once replies are received, the team can easily conduct line-by-line evaluations, typically addressing points like supplier communication, mode of good transport, quality level, and most importantly: price. When the responses fall within negligible differences, or a clear winner is not apparent in the eRFx, the Tokmanni team employs an eAuction to further drive down cost.



Results

The ROI of the solution was quickly realized as processes became streamlined, and the savings began to grow. Utilizing Scanmarket eRFx and eAuction independently, and complimentarily when appropriate, proved to be a successful eSourcing strategy with record savings of 20 percent in some cases. Additionally, the level of customer service the Tokmanni team has experienced has been better than expected. The Customer Success Team has been an asset for the Tokmanni team, providing answers quickly with near-immediate responses for trouble-shooting, two-way problem-solving, and advice as to how to best leverage the solution.

I would absolutely recommend Scanmarket for others.
The solution is effective and easy to use.

Henri Himanen, Private Label Manager for Tokmanni

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