

CLIENT CASE

M. CHAPOUTIER x N2F

“N2F is so simple that I really don't see any reason to keep running Excel files at the same time

CHRISTIAN PICAUD
Information Systems Director

ACTIVITY SECTOR
Winegrowing





INTRODUCTION

Information systems departments are the cornerstone of digital transformation. They audit, advise, implement, monitor technology, and manage change. They need to **ensure the successful integration of each tool** into the existing information system, from selection to daily operation.

Forerunner in the field of biodynamics and with an international presence since the 1990s, the CHAPOUTIER group **facilitated expense report management for its mobile employees two years ago by equipping them with N2F**. Christian Picaud, who joined the company eight months ago as Chief Information Officer, explains why he has **decided to roll out N2F to the whole company**.

THE M.CHAPOUTIER BUSINESS COMPRISES :

4 MAIN PROFESSIONS (CULTIVATION, FARMING, DISTRIBUTION, AND TRADING)
AND VARIOUS OTHER ACTIVITIES

300 EMPLOYEES

30 MORE THAN SITES

50 % OF ACTIVITIES FOR EXPORT

The M.CHAPOUTIER company, **dating back to 1955**, maintains a strong **family know-how**, present since the creation of the historic wine estate in 1808. The group, taken over by Michel Chapoutier and his wife in the 1990s, continues its expansion as a family business in line with the house motto, “Fac et Spera” (do and hope). Behind this motto are values inherent to the CHAPOUTIER spirit, such as **respect for nature, daring, and conviviality**. As a forerunner in the field of **biodynamics**, with an **international presence for decades** (Spain, Portugal, Australia, etc.), and a guardian of gastronomy, **M.CHAPOUTIER combines tradition and innovation in France and abroad.**



THE COMPANY'S INFORMATION SYSTEMS DEPARTMENT

The head office, historically located in Tain l'Hermitage, France, houses all the company's support functions. **The eight-person IS department**, run by Christian Picaud, is growing rapidly.



We handle the administration of the N2F solution, so, the settings, new user accounts, and validation workflows. We are obviously responsible for user support and training for the tool, **even if it's very minimal.**

We also provide a support role. We manage **everything related to integrating N2F with the other tools in the CHAPOUTIER information system**, especially the links with the accounting tools. So, we manage the overall operation of the interface.” explains Christian Picaud.

A PRE-EXISTING TOOL QUICKLY ADOPTED BY THE IS DEPARTMENT AND BY USERS



At the head of the IS department for less than a year, Christian Picaud has decided to keep N2F in place: **“I came to experience the tool before I arrived. I liked it and was aware of all its advantages. It was easy to use and simple to implement, just as it is here.”**



The tool has also convinced the end users. **“In terms of adoption, the solution is extremely simple for any user.** The IS department provides each new user with work tools, including N2F. **The ease of use is demonstrated in a matter of minutes,** sometimes by the managers themselves, whether in web mode or on the mobile application. **People from the accounting department understand the web interface straight away,** so the support required is really very minimal. This means that **the IS department can focus on other things.”**

THE BENEFITS OF IMPLEMENTING N2F

Christian Picaud shares his observations:

“ First of all, **the accounting process is simplified** because there's no re-entry.

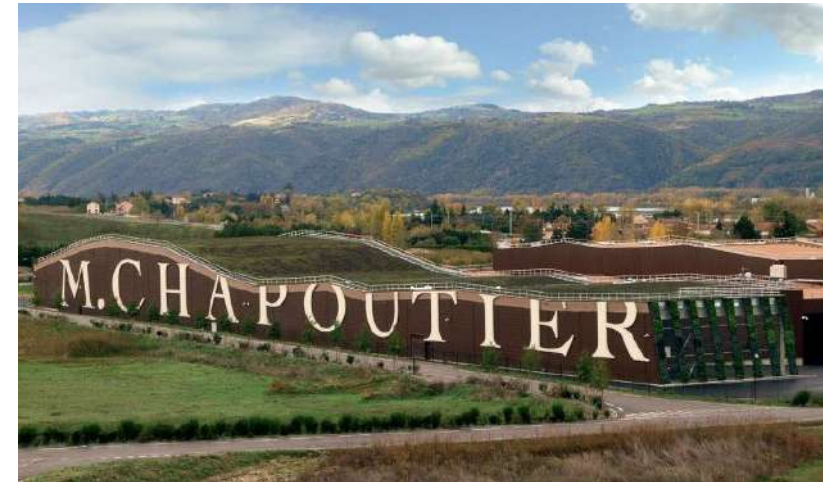
Second, if you need to **find archived expense reports, the time saving is significant**. With a traditional process, you have to go and check the archives, dozens of folders... **With N2F, you can export directly**, you have easy access to the digital documents, the time saving is enormous!

Third, **it's also less time consuming for users**. If you look at what you can do with the N2F mobile app and compare it with the process of filling out a form, photocopying or attaching receipts to a document, printing it, and then putting it in the mail, I think **that each employee cuts the time spent submitting their expense reports by 2/3 thanks to N2F.**”

THE NEXT STEP: ROLLING OUT N2F TO ALL EMPLOYEES



Mr. Picaud wants to shift up a gear in the coming months: “Today, about a **hundred of our employees are equipped with N2F**. These are mainly people who have to travel for business, for example the management committee, employees working in the vineyards, and the sales teams. **Our goal is to roll out N2F to the whole company for all expense reports, for anyone with business expenses, whether they are recurring or very occasional.**”



For the CIO of M. CHAPOUTIER, **widening the use of N2F is necessary** to achieve his aim of harmonizing the company’s internal processes: “**There’s no good reason not to roll out the expense report process, even for people who only submit one expense report per year.** It’s so simple that I really don’t see any difficulty, or any reason to keep running Excel files at the same time.”

HIS FAVORITE FEATURE

THE EFFICIENCY OF THE OCR

“As a user, I particularly appreciate the automatic receipt recognition and extraction, which saves a huge amount of time. You hardly have to enter anything, it’s really efficient!”

CHRISTIAN’S OPINION ON N2F’S SERVICES

“I appreciate **the speed of the assistance and support**. For example, I had a problem creating a user, I submitted my request to the support team at 11:45am, and by 12:05 I had received a response, which was also very accurate and efficient. **Support, assistance, and application availability are important services if you choose to outsource** and use this type of solution. **As a CIO, I’ve had bad experiences** in the past, with speed and service availability problems. **This has never happened to me with N2F,**” concludes Christian Picaud.



“ I appreciate the speed of the assistance and support. These services are important when choosing to outsource.



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