

Maus Frères

CCH® Tagetik case study



MAUS

FRÈRES S.A.

Company

Maus Frères SA

Industry

Retail

Uses of CCH Tagetik software

Unified platform for Corporate Performance Management including Budgeting, Planning & Forecasting, Consolidation

Key data

- Warehouse chain Manor with more than 9.000 employees
- International brands such as Lacoste, Gant and Aigle
- Eleven shopping centers

Requirements

- Replacement of excel-based processes within Corporate Performance Management
- Unified platform including ERP integration
- Improved integrated reporting for individual business units

“With CCH Tagetik we were able to significantly improve the planning and budgeting processes of the real estate division.”

Thomas Vangendt, Head of Finance & Controlling Real Estate Division, Maus Frères SA

Solution overview

Faced with Excel-based processes and a lack of integration, Maus Frères Holding launched a transformation project for corporate performance management within the Real Estate Division. The goal was, among other things, to implement modern and powerful budget planning for the real estate and construction projects of the renowned Swiss family-owned company. With the decision for CCH Tagetik, a uniform platform was introduced that not only enables seamless ERP integration but has also elevated the planning processes as a whole to a new level.

Initial solution

The history of Maus Frères dates back to 1902. At that time, the brothers Ernest and Henri Maus, together with their business partner Leon Nordmann, laid the foundation for today's group with a department store in Lucerne. A good century later, the family business has become a global player. In the retail sector, the Maus Frères holding not only stands for traditional Swiss brands such as the largest department store chain Manor (Maus and Nordmann), which alone employs over 9,000 people. Today, Maus Frères SA, headquartered in Geneva, also owns renowned international brands such as Lacoste, Aigle and Gant. Another important focus is on real estate, as the holding company also owns eleven shopping centers.

Against this background, efficient, high-performance structures and processes are crucial for Maus Frères' finance department.

Benefits & results

- Implementation of CCH Tagetik unified solution with reporting tailored to individual BU's
- Optimization of planning and budgeting processes
- Covering areas such as Budgeting, forecasting, planning and KPIs in a unified solution
- Consideration of very different revenues and costs
- Comprehensive consolidation options

“With CCH Tagetik, for example, we are able to handle budgets by project, shopping center or consolidated overall portfolio very easily and without any detours.”

Thomas Vangendt

Head of Finance & Controlling Real Estate Division, Maus Frères SA

But in areas such as planning, budgeting and corporate performance management, there were deficiencies and limitations, especially from a technological point of view.

For example, performance measurement was largely Excel-based - with all the associated challenges and limitations. Modern management reporting solutions were only available to a very limited extent. The existing accounting solution was getting old and heading toward outdated, insufficiently integrated and only partially suitable for mapping the holding company's business processes. Another challenge was that highly qualified employees in the finance department had to deal with time-consuming, manual processes. This related, for example, to the planning processes in Lease Management surrounding the leasing of the properties which were slow and lacked the ability to easily drill-down and analyze. The exchange of information between the individual business units of the holding company was also impaired by a lack of interfaces in some cases. In addition, some workflows were not modeled to be audited and confirmed as systematically and exclusively followed.

CCH Tagetik for Corporate Performance Management

Reasons enough for Thomas Vangendt, Head of Finance & Controlling of the Real Estate Division at Maus Frères SA, to break new ground in important areas such as planning, budgeting and reporting. The opportunity arose in 2018 in the course of a major transformation project. This involved introducing both a new ERP system and a performance management solution. The goal was, among other things, to implement better integrated and more up-to-date reporting that is more precisely tailored to the requirements of the individual business units. The focus was also on a unified platform approach to map all processes in a uniform solution, as wished by the head quarter for a long time. At the same time, it should be possible to manage and adapt this solution independently to a large extent - keyword: “owned by Finance”.

Mr. Vangendt and his team relied on a clearly structured transformation process right from the start: “In the first step, we created detailed process documentation at the beginning of 2018, for which specifications were obtained from various business units. Subsequently, the actual software selection process started on the basis of RFPs from various manufacturers.” Maus Frères opted for the Abacus ERP system on the one hand and for CCH Tagetik for performance management on the other. The CPM specialist Satrium came into play as the holding company's implementation partner. Satrium has extensive CCH Tagetik expertise and was already known to Maus Frères from previous joint projects. The Satrium team played an essential role in the successful implementation of the project. All transactional core processes of the organization are now mapped via the Abacus ERP.

About Maus Frères S.A.

Maus Frères SA is a private Swiss distribution and brand management group created over a century ago and present on four continents. In Switzerland, the group owns the Manor and Jumbo brands, leader and co-leader in their respective markets. Internationally, Maus Frères SA develops and manages a leading portfolio of premium global brands, including Lacoste, Gant, Aigle, Tecnifibre and The Kooples.

CCH Tagetik in turn covers performance management, especially in the areas of budgeting, forecasting, planning, and KPIs. Data from the four business units Lease Management, Shopping Center Management, Facility Management, and Project Management is processed via a uniform solution. For example, the planning of complex multi-year projects reconciles now with yearly accounting figures. And above this, there is now a direct integration with Maus Frères' Group Finance activities.

“With CCH Tagetik, we have succeeded in significantly optimizing the planning and budgeting processes within the Real Estate Division,” explains Vangendt. “For example, this applies to lease management, shopping center management, facility management and project management. Segments, in other words, in which very different income and expenses have to be taken into account in corporate performance management - from rental income from the shopping centers to maintenance, servicing and marketing costs to budgeting for major projects, such as the construction of new properties. With CCH Tagetik, for example, we are able to handle budgets by project, shopping center or consolidated overall portfolio very easily and without any detours.”

The bottom line is that with CCH Tagetik, Maus Frères was able to introduce a unified performance management platform that, thanks to its holistic finance transformation approach, goes well beyond the performance and functional spectrum of classic CPM solutions. They have a fully integrated and optimized planning process that saves time, improves accuracy and transparency with drill-down to the granular project level. Maus Frères now has the visibility to make better data-driven decisions.

About Wolters Kluwer

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