

## COMPANY



## BUSINESS



GROCERY AND  
CONVENIENCE  
STORES

## INDUSTRY



RETAIL

## LOCATION



Finland

## DEPLOYMENT



CLOUD

## WHY M-FILES?



DOCUMENT  
MANAGEMENT



CONTRACT  
MANAGEMENT

## case study

### Leading Grocery and Convenience Store Chain in Finland Manages Contracts for 650 Properties with M-Files

R-kioski is a Finland-based grocery and convenience store chain with approximately 650 outlets throughout their home country. The chain is part of the Reitan Convenience group owned by the Reitan Group. In 2014, the Group generated €9.8 billion in annual revenue and had an employee base of 36,000. The most popular grocery and convenience store chain in Finland, R-kioski operates based on a franchise model. Approximately two thirds of the shops are located in rented properties, while the rest are owned by the R-kioski chain. All 650 stores and their contracts are managed by the chain's Establishment and Construction Business Unit.

“The volume and variety of contracts we manage is staggering. 400 R-kioski stores are located in rented properties, and each store has its own lease agreement. These contracts usually have to go into a contract



template supplied by the landlord, so there's a lot of variation in the layout, the contents and what they cover. A lease agreement can be anything from a one-page document provided by a property owner to a 60-page stack from a shopping mall. I've even seen handwritten contracts dating back to the 1960s! In addition to our stores in rented properties, we have approximately 250 R-kioski stores in company-owned premises, so there's more to the contracts than just lease agreements. We also have purchase agreements, articles of association and general meeting minutes,” explains Nora Immonen, Director of the Establishment and Construction Business Unit.

In the past, R-kioski's contract documents were typically either stored as hard copies in various folders and file cabinets, or they were scanned and the electronic versions were saved in network drives. Retrieving files was a slow process, and sometimes only one or two employees would know the rental period for the stores, either from memory or from a document in their records. Reports were also time-consuming to create since they were prepared manually.

**M-Files®**

## THEY SAID IT



“Our main objective is to work as a support organization that the retailers can always rely on. Since we introduced M-Files, we've seen a vast improvement in our response times, which in turn has increased retailer satisfaction – they can now concentrate fully on their core business while we take care of all the issues regarding the shop premises.”

**Nora Immonen**

Director of the Establishment  
and Construction Business Unit,  
R-kioski

In early 2013, the Establishment and Construction Business Unit decided that they needed a contract management solution to make the process of working with and reporting to retailers easier and more efficient.

“There's a plethora of different options for contract management available today, from Excel spreadsheets to full-on SAP systems. With a comprehensive contract management feature set along with a very scalable and flexible platform, the M-Files enterprise information management (EIM) solution was a great fit for our needs. It's an easy to use system that we can adapt to the current and future needs of our users. In addition, the M-Files consultants understood our needs very well, so choosing M-Files and implementing the system was a very smooth process,” Immonen explains.

### **More Efficient Time Management, Preparation and Reporting**

R-kioski began rolling out M-Files in the Summer of 2013, and just three months later, every contract and the related metadata had been entered into the system.

“It was important to us that we could configure M-Files in a manner that enabled us to make sure that, despite the different contract templates, only the relevant and appropriate information ended up in the system. At the same time, we were able to create extensive metadata entries for each store, which means we can search for a contract using a city name, address, rental period, price, floor area or a contact person,” says Immonen.

“As well as easier file retrieval, M-Files provided us with numerous other advantages. Of course M-Files saves us time and makes working more efficient, but that's not all; it also helps us to monitor the stores in real time and respond to changes faster and in a more flexible manner than before. Thanks to M-Files, comparing our current store locations and mapping new premises is a piece of cake. M-Files also notifies us in advance if lease agreements are expiring soon, which saves us from having to keep track of the dates. This feature is particularly valuable since we have 65,000 square meters of stores to manage,” she adds.

“Creating different reports is also a breeze with M-Files. With just a few clicks I can access information such as the value of the contracts and the properties we own and who pays the rent, as well as details on undertakings and floor areas. This gives us an overview of our operations and we can then use it when we're developing our operations in the future,” Immonen says.

### **Rapid and Flexible Retailer Support**

R-kioski's Establishment and Construction Business Unit tamed its sprawling contract documentation with the help of M-Files. Rollout was quick and easy, taking just three months. R-kioski decided to deploy M-Files via the cloud so that it could implement the system quickly without any need to set up servers and other equipment. With the M-Files mobile application, users can access and check information anytime and anywhere.

**M-Files<sup>®</sup>**

## ABOUT M-FILES

M-Files enterprise information management (EIM) solutions eliminate information silos and provide quick and easy access to the right content from any core business system and device.



M-Files achieves higher levels of user adoption resulting in faster ROI with a uniquely intuitive approach to EIM that is based on managing information by "what" it is versus "where" it's stored.

With flexible on-premises, cloud and hybrid deployment options, M-Files places the power of EIM in the hands of the business user and reduces demands on IT by enabling those closest to the business need to access and control content based on their requirements. Thousands of organizations in over 100 countries use the M-Files EIM system as a single platform for managing front office and back office business operations, which improves productivity and quality while ensuring compliance with industry regulations and standards, including companies such as SAS, Elektro and EADS.

For more information, visit [www.m-files.com](http://www.m-files.com).

"M-Files is simple and easy to adopt. It is also very configurable, and making system adjustments is easy. Another thing we really value about M-Files is the company's drive to continuously improve and enhance their solutions. They release regular updates and tell us exactly what's been updated and their sales representatives and consultants are always happy to help if we need support. To put it simply, M-Files has met all of our contract management needs," Immonen concludes.

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