



Clas Ohlson Automates AP with Palette

“Palette’s AP automation is a timesaver for us and with the integration of Dynamics AX, we know with certainty that everything works as it is supposed to”

Jan Skarner

Head of Business Navigation, Clas Ohlson

Hardware store chain Clas Ohlson struggled with an increasing volumes of supplier invoices to process as well as the matching of invoices, purchase orders and goods receipts. The company saw an opportunity to implement an AP automation solution when they changed their ERP to Microsoft Dynamics AX. It marked the beginning of an automation journey.

Clas Ohlson is one of Sweden’s most well known hardware store chains and has 200 stores in Sweden, Finland, Norway, Germany and England. The company has had an impressive growth rate driven in part by increased e-commerce revenue.

The company took a big step towards a more modern finance system by replacing its 30 year old ERP, but strong invoice management functionality was missing. Clas Ohlson was looking for a solution that would allow the company to automate new processes on the new ERP over time. After careful evaluation, Palette was selected.

“We had high expectations and they have certainly been met,” says Jan Skarner.

A gradual rollout produces best possible results

During 2016, Clas Ohlson began a small-scale rollout of Palette in England. The lessons learned there were applied for an even smoother implementation in Norway, Finland and Germany the next year. The largest and most comprehensive implementation followed in May 2018, when Clas Ohlson added its Swedish company.



“Palette is an incredibly simple and user-friendly system, both to work with and to operate. You can become a ‘superuser’ in no time. Together with the Palette team, we started the project and spent the first two months planning before going live in England. The rest we have been able to handle ourselves,” says Jan Skarner.

Successful 3-way integration between Palette, procurement and Dynamics

Clas Ohlson uses Microsoft AX to procure the products that are directly linked to its business. This system includes a Palette integration for sending and receiving data. According to Jan Skarner, one of the biggest advantages of the entire automation journey is the seamless flow between systems.

“For the procurement invoices, we have an integration solution that is completely phenomenal and which makes it impossible to accidentally pay the wrong supplier or the wrong amount. It became even better than we could have imagined,” says Jan Skarner.

Matching of contracts and indirect procurement

In the spring of 2019, Clas Ohlson plans to expand its Palette functionality by optimizing the process for internal purchases.

“The biggest benefit of automating these flows will be the improved structure among indirect procurements. Our highest priority is better control, and to be able to match contracts with purchase orders is the cherry on top,” says Jan Skarner.

Clas Ohlson

Clas Ohlson was founded in 1918 in Dalarna, Sweden and has over 200 stores in Sweden, Norway, Finland, Germany and England. The company has 5000 employees and revenues of SEK 8 billion.

Industry: Retail

Area: Sweden, Norway, Finland, Germany and England

Business system: Microsoft Dynamics AX

Processes automated with Palette: Invoice management

Number of invoices: 100 000/year

Number of employees: 5 000



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