Bonitasoft

Dorel

Faster time-to-market

World Leader in children's products

Established in 1960 in Canada, Dorel now has 11,500 employees across the world but remains a family group with strong values of responsible development. With a global turnover of 2.4 billion euros, the company has three distinct divisions, each of which is specialized in the creation of specific items in three areas: sports and leisure, furnishings, and childcare products.

About this Bonita implementation

The organization of the process for creating products was complex, involving many business units. Bonita enabled Dorel's IT team to effectively address this major challenge for the company.

" The Bonita platform is very reliable and easy to use. It has enabled us to greatly increase efficiency and productivity. "

Olivier Clos
CIO Dorel Juvenile Europe

The organization's workflows need to be well managed because with so many stakeholders to fuel their information systems, the risk of data entry errors, of missing information and transmission slowdowns is quite high.

Objectives

Challenges

- When a new product is finalized in R&D and the decision is made to take it to market, a long chain of decisions and validations involving many units takes place: R&D, production, finance, marketing, Q&A and logistics. In all, up to thirty people may be involved in sequence for several months in this process, which can be affected by bottlenecks and hence delays.
- These processes were managed through unstructured Excel file exchanges, emails or messages from multiple communication channels, contributing to a high risk of data entry errors, missing information and transmission slowdowns.

Outcomes

Bonita streamlines and optimizes the end-to-end creation of new products, from initial decision until it is put on the shelf.

Benefits

- With the acquisition of other companies, and standardization of the information systems with a new global ERP, adding a BPM platform to manage workflows was well timed.
- Despite the complexity of the process, given the large number of relevant departments, the Bonita platform has been successfully deployed across the enterprise at the European level.
- With dashboards, decision making is easier, and they provide a better view of bottlenecks and the time needed for each part of the process.
- With the success of this process, the company is now developing new business processes. A purchasing process application has been put in place quickly, which allows employees to make e-requests for computer and office supplies. This much more efficient automated workflow will eventually roll out to up to 300 people and will be joined shortly by a business travel request process.