

Sourcing



Groupe
GALERIES
Lafayette

**One sourcing platform, total
procurement visibility for iconic
retailer Galeries Lafayette**

ESKER®

At a glance

Galleries Lafayette Group



Retail & e-commerce group



Worldwide retail presence with substantial annual footfall



Large-scale employee base



Headquarters: Paris, France



Established: 1894



Overview

Procurement for Parisian-based retail

With over a century of heritage and some of France's best-known brands under its umbrella, Groupe Galeries Lafayette (Galeries Lafayette) remains a cornerstone of French retail. But even an institution needs innovation to stay agile.

For Galeries Lafayette, that philosophy of innovation is found within its Indirect Procurement team, which manages non-retail purchases such as HVAC systems, marketing services and office equipment. In a group spanning several entities, including La Redoute, Galeries Lafayette and Louis Pion, this is no small task.

We spoke to Gavin Prévost, Buyer at Galeries Lafayette, to understand how Esker is helping the group enhance traceability, unlock savings and streamline collaboration — both internally and externally.

Challenges

Indirect procurement, direct impact

Indirect procurement may not deal with haute couture, but it's critical to keeping stores running smoothly.

"We buy everything that is not sold in stores," said Prévost, "It can be electrical compliance services, air conditioning, ventilation units... all the things that make the stores work."

With responsibility spanning Galeries Lafayette, La Redoute, Louis Pion and more, the Procurement team has to ensure every euro spent is optimized.

Pain points



Achieving cost savings across a wide range of categories



Managing large volume of tenders across both new and incumbent suppliers



Optimizing and maintaining consistent processes across a diverse set of locations and requirements

"Cost savings are the 'raison d'être' for the Procurement department. After that, our role is to support the business and make the group work optimally to ensure that there is no disruption in the operation of the stores," explained Prévost.

"The main challenge is to succeed in having suppliers who respond best and in the most optimal way possible whether that's on a financial level or for the needs of the business," Prévost continued. "That's a lot of research to build a supplier panel for the different commodities. We also search for synergies within the group — so for example, pooling categories of purchases between La Redoute and Galeries Lafayette."

Driving consistency across a diverse group

Prévost's team also faced the challenge of standardizing procurement practices across different business units, while encouraging internal stakeholders to involve procurement early.

"The purchasing policy has changed recently... for larger purchases, the Procurement team needs to be involved and manage a tender."

"It's a daily job to identify the projects where we can help to optimize the expenditure. We look at where there's been no recent tenders or the same suppliers used for several years, then identify potential new suppliers, look for synergies with the other group entities, organize RFPs with incumbent suppliers, invite new suppliers and manage the tenders," explained Prévost.

"We can have external partners that have access to the platform. Everyone can communicate in the same place so there's no room for doubt."

Gavin Prévost
Buyer, Galeries Lafayette

Solution

From optimization to full visibility

Galeries Lafayette had used a different e-sourcing tool in the past, but when it came time to evaluate new options, Esker stood out.

"Esker seemed clearer [than other solutions] in how to manage sourcing events and easier to use to find data," Prévost said. "A competitive RFP was organized... and Esker Sourcing was the easiest to use for the optimization of our purchasing processes as well as the best option from a competitive point of view."

One platform, one single source of truth

Esker is now used across all indirect procurement tenders in France for the Galeries Lafayette Group, including small projects.

"We obviously use Esker for RFQs and RFPs but it's also great in terms of traceability, even for something like ergonomic tables for our warehouse... we go through Esker to have a follow-up in one place. All the exchanges with suppliers and the business — it's all there — not hidden in [people's] email boxes."

The platform also simplifies collaboration.

"We can have external partners — architect firms and design consultancies — that have access to the platform. Everyone can communicate in the same place... so there's no room for doubt. The platform is our only point of contact between suppliers and the Procurement team."

Requirements



Central repository of all sourcing documentation and data



Ease of use across multiple users and tender events



Centralization of sourcing and supplier data



Complete transparency and audit trail



Single point of contact for all suppliers

Results

Transparency that works for everyone

In a group that is audited frequently, traceability isn't just a benefit—it's essential. "With Esker, all the information is accessible to everyone. The audit team can access it very easily. It's completely transparent," said Prévost. "We are audited almost every six months... during an audit, we just go to the platform. We show the file and it's extremely fast."

Transparency also helps demonstrate the Procurement team's impact. "The platform allows us to show that the Procurement team has worked in complete transparency to optimize the company's purchases."

Time saved is value gained

Galleries Lafayette has seen measurable time savings.

"When a design firm [for example] needs to go and get the offers to study them, we tell them just to get on [the] Esker [platform] where they can download all the information about the tender. That saves a lot of time."

This speed is key in a fast-moving environment. "In general, our RFPs are quite fast... the fact that we have everything in one place helps the Procurement department and the design firms analyze offers more quickly."

Supplier evaluation made simpler

The RFQ price grids and ranking features have helped the team sharpen supplier evaluations—both on price and performance. "Esker automatically ranks suppliers according to performance gains on each lot. This helps us to identify where we have been able to perform and to measure progress. It's very practical and saves time."

"The platform helps us see which supplier has done what and, since everyone has access to the platform, others [stakeholders] see it too — so everyone works in collaboration. We need to have suppliers who can do all the lots, and rankings allow us to see where suppliers need to optimize."

Prévost added: "This allows us to have a more benevolent or adapted approach with suppliers... to say 'you were good here, not so good there'. And in most cases, that helps us and the supplier find a final price that suits both sides."

Benefits



Ability to identify the suppliers and tenders with the greatest opportunity and impact



Significant cost and time savings



Faster RFP cycle times



Centralized data to measure performance and results



Clear audit trail of procurement process for key stakeholders



Improved supplier communication and ease of negotiation

The future

Expanding adoption

Internally, Esker Sourcing is gaining traction across the organization. “Some business units are already very used to it... they go on [the platform] regularly to see how things are evolving. Others prefer the reports we create — that are easier to create thanks to the platform.”

“I worked before in companies where we had filing cabinets for purchasing files for the previous 20 years — that uses up space — now we have everything in Esker, it’s so much better!”

“The platform allows for faster organization, optimizes processing and time required to analyze tenders... as well as enabling the buyer to better negotiate with suppliers.”

And lastly...

Would you recommend Esker?

“I did recently! We had a supplier who struggled to provide the required quotes during our audit with them. I told them that having a platform like Esker Sourcing allows for a very high level of transparency. It’s a great platform,” concluded Prévost.

“Esker Sourcing allows for faster organization, optimizes processing and time required to analyze tenders... as well as enabling the buyer to better negotiate with suppliers.”

Gavin Prévost
Buyer, Galeries Lafayette



Transforming procurement. On demand.

Our team is at your service.

About Esker

Esker's AI Automation Suite for the Office of the CFO leverages the latest in Agentic AI and automation technologies to optimize working capital and cashflow, enhance strategic decision-making, and improve human-to-human relationships with customers, suppliers and employees. Esker's Source-to-Pay and Order-to-Cash solutions automate any business process while supporting long-term growth strategies. Offering 40+ years of industry knowledge, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin.

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