

# Rexel Germany automates more than 1,500 order confirmations a day

Order confirmations, labels and internal notifications were created by hand. InterformNG2 now produces all three automatically, in customer-specific formats, straight out of the ERP.

**INDUSTRY**

Wholesale distribution

**BUSINESS AREA**

Electrical supplies

**COUNTRY**

Germany



Library image, not photographed at Rexel.

## Customer overview

Rexel Germany, part of the global Rexel Group, is a leading distributor of electrical supplies and energy solutions. The company supports customers across industry, trade, and services with an extensive product range and deep technical expertise.

As part of its digital transformation, Rexel Germany aimed to modernise its legacy ERP setup to improve efficiency, standardisation, and scalability across its nationwide operations.

## The challenge

Rexel's IT Development team, led by Michael Matthes, faced several operational challenges. Order confirmations and special labels were still created manually or semi-automatically, introducing errors and unnecessary delays. Communication between systems

was fragmented, and maintaining customer-specific formats was both time-consuming and prone to human error.

The existing solution could not support the volume and flexibility needed to meet evolving customer demands. Rexel needed a modern, scalable output management platform that could integrate seamlessly with its ERP and handle all document workflows in a single, automated environment.

## The project

Rexel implemented InterformNG2, Interform's next-generation output management platform, to centralise and automate its document processes.

The rollout took place in three structured phases:

1. Order Confirmation Automation - Migrating and redesigning templates to enable automatic creation and delivery of order confirmations in customer-specific formats.
2. Label Printing Integration - Automating label generation and routing to the correct printers based on data-driven logic.
3. Internal Notifications - Introducing automatic message workflows within the ERP, improving internal visibility and communication.

Implementation was completed smoothly and efficiently, allowing Rexel to realise immediate benefits without operational disruption.

## The results

Today, Rexel generates and dispatches more than 1,500 order confirmations every day - automatically, reliably, and without manual intervention.

Document generation that previously took several minutes per transaction now happens in seconds. Internal communication has become more consistent, and the overall process reliability and efficiency have increased significantly. The flexibility of InterformNG2

ensures that new templates, formats, or communication channels can be added quickly as business needs evolve.

## Looking ahead

InterformNG2 has become a strategic foundation for Rexel's IT modernization. With automation now embedded at the heart of its operations, the company continues to explore new ways to extend document automation and digital workflows across departments and customer processes.

### IN THE CUSTOMER'S WORDS

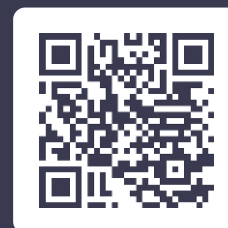
**"With InterformNG2, we've been able to automate thousands of daily outputs and streamline our communication processes. The system's flexibility and reliability have made a real difference to our operations."**

Michael Matthes, Head of IT Development Solutions, Rexel Germany

## Talk to Interform about your ERP output

Tell us which ERP you run and what you need out of it. We will show you what InterformNG2 does with your own documents, not a demo set.

[interformsoftware.com/contact](https://interformsoftware.com/contact)



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