

# Case Study



## Company Profile

Volg is the specialist for village shops and small area shops in German-speaking Switzerland and Western Switzerland. The Volg Konsumwaren AG with headquarters in Winterthur is a subsidiary of fenaco cooperative and supplies approximately 930 small-scale foodpoints of sale in rural areas. Volg cares deeply about customer service – as obvious shopping opportunity and in the personal contact.

## Village shop, gas station shop & Co in the Cloud

### Challenge

- Volg headquarter has to supply specific information to all Volg shops and TopShop gas station shops
- Communication between headquarter and sales outlets is organized via mail & fax
- People have different permission levels to receive these information

### Solution

- SharePoint Online, established as the platform for digital store organization, is used now as the central information hub
- Each point of sale gets its own communications site with all the necessary information and services as documents
- User groups help to distribute information to different recipients in a targeted manner
- Standardized roll-out and fast implementation for more than 600 shops without manual adjustment

### Benefits

- Entry into the Office 365 world with an expandable concept
- Receiving information is managed by a permission concept and different views
- Administration of the recipients is much more simple
- Relief of first-level support by transferring tasks to the secretariats

## Technologie



It felt like lightspeed – the technology development at Volg Konsumwaren AG last year. The Swiss retail trade group supplies village shops and gas station shops with products of daily life and takes over important tasks of village life: Postal services are offered here in cooperation with the Swiss Post and small postal agencies. Since 2019, customers can also withdraw cash from the Volg shops via an app.

Volg has arrived in the Cloud. With SharePoint Online, Volg manages the complete shop communication, the provision of reference books, and the store organization. Only 12 months ago the number one communication tool was paper. Via fax, the central office informed its village shops and gas station shops about planned sales deals, price changes, activities or other information.

### From the telefax directly into the cloud

The SharePoint platform was introduced as the management decided to use an Excel-based tool for the shop management and they needed a central location to store and share files – including the documentation and a tips & tricks section. Each point of sale has its own SharePoint Site now with a document library, where all relevant information is stored. The view of the Site is controlled by user groups: the area managers can view



manage the user administration independently. And that relieves our first-level support in IT”, explains Michael Böhlen, IT project manager at Volg.

Volg’s entry into the Office 365 world went smoothly. With the user and authorization concept, the most

“ With the know-how of the novaCapta we did arrive quickly and successfully in the cloud. ”

Michael Böhlen - Project Manager Volg Konsumwaren AG

all Sites of the shops they are responsible for, while the individual shop manager only has access to his or her specific shop Site.

### Speed-Provisioning with PnP

The user administration is organized in Azure Active Directory (Azure AD) which makes it easy to manage different levels of permission. Volg works with authorization groups. That relieves the internal organization in two ways. „The creation and processing of the data is pretty simple now so that the secretary can

important preliminary work was done. This was followed by a fast, standardized rollout of the new solution for over 600 shops.

Those who only think Volg is a backward Tante-Emma-shop selling Bratwurst, is definitely wrong. Quite the contrary: Volg uses for its shop information the latest cloud technologies. With the shop information system developed by the novaCapta, Volg has a sustainable provisioning concept for the future.

Let’s see which cloud services will be the next in the next few years – the course for Volg has been set.

[novaCapta.de](http://novaCapta.de)



+49 221 58919-343 • [info@novacapta.com](mailto:info@novacapta.com)

novaCapta Software & Consulting GmbH • Im Mediapark 5c • 50670 Köln



+41 41 392 20 00 • [info.schweiz@novacapta.com](mailto:info.schweiz@novacapta.com)

novaCapta Software & Consulting Schweiz AG • Industriestrasse 5a • 6210 Sursee