

# CLIENT CASE

# M. CHAPOUTIER x N2F

“N2F is so simple that I really don't see any reason to keep running Excel files at the same time

CHRISTIAN PICAUD  
Information Systems Director

ACTIVITY SECTOR  
Winegrowing





# INTRODUCTION

**Information systems departments** are the cornerstone of digital transformation. They audit, advise, implement, monitor technology, and manage change. They need to **ensure the successful integration of each tool** into the existing information system, from selection to daily operation.

**Forerunner in the field of biodynamics and with an international presence since the 1990s**, the CHAPOUTIER group **facilitated expense report management for its mobile employees two years ago by equipping them with N2F**. Christian Picaud, who joined the company eight months ago as Chief Information Officer, explains why he has **decided to roll out N2F to the whole company**.



# THE M.CHAPOUTIER BUSINESS COMPRISES :

4

MAIN PROFESSIONS (CULTIVATION, FARMING, DISTRIBUTION, AND TRADING)  
AND VARIOUS OTHER ACTIVITIES

300

EMPLOYEES

30

MORE THAN SITES

50

% OF ACTIVITIES FOR EXPORT

The M.CHAPOUTIER company, **dating back to 1955**, maintains a strong **family know-how**, present since the creation of the historic wine estate in 1808. The group, taken over by Michel Chapoutier and his wife in the 1990s, continues its expansion as a family business in line with the house motto, “Fac et Spera” (do and hope). Behind this motto are values inherent to the CHAPOUTIER spirit, such as **respect for nature, daring, and conviviality**. As a forerunner in the field of **biodynamics**, with an **international presence for decades** (Spain, Portugal, Australia, etc.), and a guardian of gastronomy, **M.CHAPOUTIER combines tradition and innovation in France and abroad.**



# THE COMPANY'S INFORMATION SYSTEMS DEPARTMENT

The head office, historically located in Tain l'Hermitage, France, houses all the company's support functions. **The eight-person IS department**, run by Christian Picaud, is growing rapidly.

“

We handle the administration of the N2F solution, so, the settings, new user accounts, and validation workflows. We are obviously responsible for user support and training for the tool, **even if it's very minimal**.

We also provide a support role. We manage **everything related to integrating N2F with the other tools in the CHAPOUTIER information system**, especially the links with the accounting tools. So, we manage the overall operation of the interface.” explains Christian Picaud.



# A PRE-EXISTING TOOL QUICKLY ADOPTED BY THE IS DEPARTMENT AND BY USERS



At the head of the IS department for less than a year, Christian Picaud has decided to keep N2F in place: **“I came to experience the tool before I arrived. I liked it and was aware of all its advantages. It was easy to use and simple to implement, just as it is here.”**



The tool has also convinced the end users. **“In terms of adoption, the solution is extremely simple for any user.** The IS department provides each new user with work tools, including N2F. **The ease of use is demonstrated in a matter of minutes,** sometimes by the managers themselves, whether in web mode or on the mobile application. **People from the accounting department understand the web interface straight away,** so the support required is really very minimal. This means that **the IS department can focus on other things.”**

# THE BENEFITS OF IMPLEMENTING N2F

Christian Picaud shares his observations:

“First of all, **the accounting process is simplified** because there's no re-entry.

Second, if you need to **find archived expense reports**, **the time saving is significant**. With a traditional process, you have to go and check the archives, dozens of folders... **With N2F, you can export directly**, you have easy access to the digital documents, the time saving is enormous!

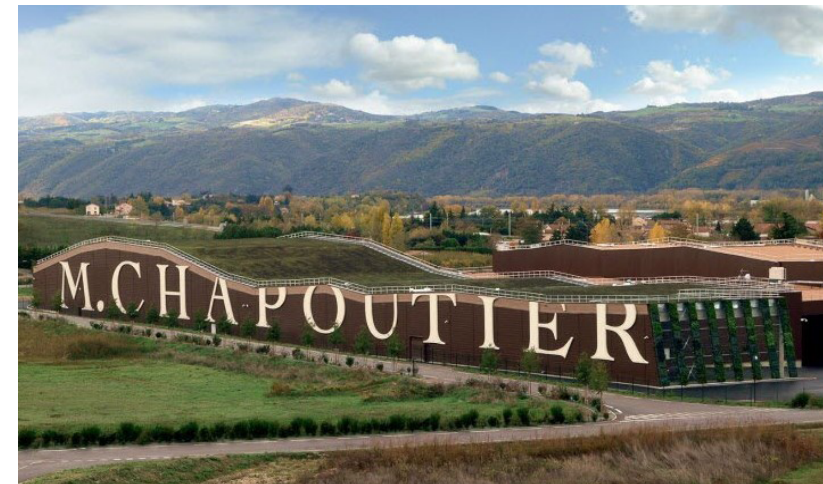
Third, **it's also less time consuming for users**. If you look at what you can do with the N2F mobile app and compare it with the process of filling out a form, photocopying or attaching receipts to a document, printing it, and then putting it in the mail, I think **that each employee cuts the time spent submitting their expense reports by 2/3 thanks to N2F.**”



# THE NEXT STEP: ROLLING OUT N2F TO ALL EMPLOYEES



Mr. Picaud wants to shift up a gear in the coming months: “Today, about a **hundred of our employees are equipped with N2F**. These are mainly people who have to travel for business, for example the management committee, employees working in the vineyards, and the sales teams. **Our goal is to roll out N2F to the whole company for all expense reports, for anyone with business expenses, whether they are recurring or very occasional.**”



For the CIO of M. CHAPOUTIER, **widening the use of N2F is necessary** to achieve his aim of harmonizing the company’s internal processes: “**There’s no good reason not to roll out the expense report process, even for people who only submit one expense report per year.** It’s so simple that I really don’t see any difficulty, or any reason to keep running Excel files at the same time.”

## HIS FAVORITE FEATURE

### THE EFFICIENCY OF THE OCR

“As a user, I particularly appreciate the automatic receipt recognition and extraction, which saves a huge amount of time. You hardly have to enter anything, it’s really efficient!”

## CHRISTIAN’S OPINION ON N2F’S SERVICES

“I appreciate the speed of the assistance and support. For example, I had a problem creating a user, I submitted my request to the support team at 11:45am, and by 12:05 I had received a response, which was also very accurate and efficient. Support, assistance, and application availability are important services if you choose to outsource and use this type of solution. As a CIO, I’ve had bad experiences in the past, with speed and service availability problems. This has never happened to me with N2F,” concludes Christian Picaud.





“ I appreciate the speed of the assistance and support. These services are important when choosing to outsource.



+33 (0)4 26 78 52 10



[sales@n2f.com](mailto:sales@n2f.com)



[www.n2f.com](http://www.n2f.com)