

# From 3 days to 2 hours: kitchen retailer finds efficiency

Founded in 2007, Èggo is a Belgian leader in fitted kitchens and interior design. With more than 600 collaborators and 60 outlets in five different countries, the brand's stores can be found in Belgium, Luxembourg, Spain, Senegal, Saudi Arabia, and Qatar.

Èggo turned to Odoo in 2021 to support its digital transformation and meet its growth needs both in Belgium and abroad. There were two main objectives behind this partnership. The first was to equip every step of Èggo's value chain with efficient tools, allowing them to offer customers with the best experience throughout their journey. The second was to provide its employees with a simpler and smoother workflow, whether they work with the point of sale, with the support team, or with the logistics services for delivery and installation.

## Simplifying IT, enhancing efficiency

Èggo was struggling with an overly complicated IT infrastructure that involved multiple software platforms, resulting in inconsistent data collection. As a consequence, this impacted both workforce coordination and customer service, leading to inefficiencies and potential errors.

As all Èggo's employees work together from sales to installation, it is crucial that everyone uses the same tools in order to ensure proper collaboration. By doing so, the company was able to enhance the accuracy and dependability of their customer communications, resulting in improved operational efficiency overall.



### At a glance

<b>Size</b> 500+	<b>Industry</b> Retail
<b>Users</b> 500+	<b>Country</b> Belgium

### Apps installed

Inventory	Finance
Purchase	HR
Services	Sales

## Empowering teams to drive growth

Èggo aimed to transition from its traditional ERP system to a complete and uncomplicated alternative. They were looking for a solution that genuinely improves productivity for their staff. Since Odoo's implementation, each employee now has a clearer view of the whole flow which encompasses sales, leads, follow-ups, accounting, delivery, installation, etc. Everything is integrated and accessible in just a few clicks. The embedded communication facilitates the coordination of each department and thanks to the centralization of the customer data and requests, Èggo's team will never miss an opportunity again!



*I am delighted to have found in Odoo the solutions but also the agility, the professionalism, and the values that will make it a key partner for our development in Belgium and internationally. "*

**— Frédéric Tamignaux, CEO of Eggo**

