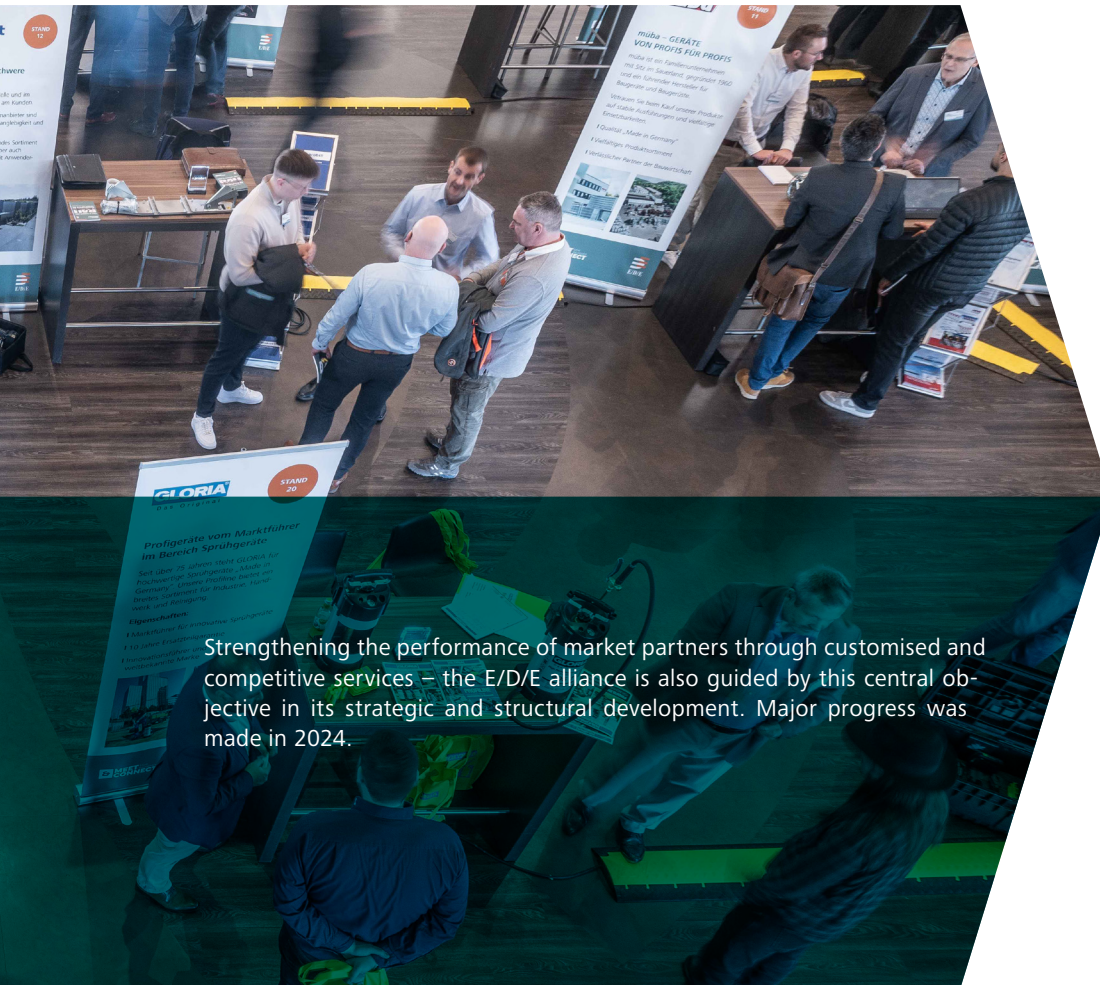


Services for members and suppliers:

Performance through professionalisation and cooperation



Digital services are a particular focus for E/D/E members and suppliers.



Customised service packages for our partners

In its role as a key link in the industrial B2B sector, E/D/E offers both member companies and contract suppliers customised added value: member companies are considered individually, to offer them a specifically tailored combination of relevant service modules. E/D/E takes the needs of contract suppliers into account when designing its offers. This creates harmonised service packages for the various supplier groups and industry segments – and thus a clear benefit for manufacturers across various industries.

Thanks to the EVOLUTION strategy and organisational development process, the course was set at an early stage and the necessary organisational structures were created with Member Management and the realigned Supplier/Product Group Management, thereby forming the basis for this market performance. 2024 once again demonstrated that the professionalisation of key areas of responsibility combined with improved cross-divisional cooperation is having an impact that is being felt by the partners.

Structures for a robust market performance

The Member Management team works closely with the member companies, identifies market requirements and issues, and is responsible for addressing them. It ensures that E/D/E members have access to comprehensive, customised and valuable service packages, and that these are coordinated internally and market-oriented in terms of implementation. One exemplary result in 2024 pertains to the combination of successful and market-relevant services such as the Cloud360 family with the coordinated marketing of the trademarks, supplemented by corresponding training services from the E/D/E AKADEMIE.

The efficiency gains achieved thanks to data route optimisation are also an expression of the successful spirit of collaboration between Member and Supplier/Commodity Group Management and the Digital Services department.

E/D/E recognises and appreciates the diversity of its members and works with them on a very individual basis, depending on their requirements, business logic, strategies and different characteristics and areas of focus. While one type of member relies primarily on daily excellence in certain, standardisable core E/D/E services, others are increasingly looking for strategic dialogue and are striving for a high degree of (digital) networking and joint platforms for process optimisation and e-commerce. In 2024, the member managers worked closely with the retail companies assigned to them on a one-to-one basis on all of these topics and implemented a large number of customised solutions.

Supplier/product group management is responsible for supporting the service relationship with suppliers and ensures comprehensive and customised further development – while strengthening the partnership with contract suppliers is a key area of development within EVOLUTION. For example, a comprehensive concept that serves the expansion of co-operative supply ranges was developed, and its implementation initiated. This focusses on process and cost optimisation, with E/D/E acting as the system supplier for defined product and service areas. This is done in close collaboration with the contract suppliers, and opens up significantly increased market penetration and new sources of sales potential for them.

Another important element in this collaboration is the Digital Services division. In close coordination with Member Management and Supplier/Product Group Management, this team develops market-driven, industrial B2B sector-specific, competitive digital services in data management and digital commerce that can be integrated into the holistic service packages in a target group-oriented manner.

Cross-divisional cooperation is key

Silo thinking belongs to the past; the key word for increasing performance today is cooperation. E/D/E considers structurally and culturally fortified cooperation – particularly of all market-related core functions – to be a central success factor for the realisation of many strategically relevant initiatives and performance developments in the past financial year.

The associated cultural change in the way we work together is also having a positive impact on the organisation and its market partners.

Digital services remain a particular focus

Digital services, including combined with traditional merchandise topics – continue to be of great importance and offer opportunities (despite all the challenges) for the medium-sized industrial B2B sector. E/D/E will organise attractive overall solutions for its partners in a professional and cooperative manner. The key areas of action in 2025 include the expansion and automation of data management, the E/D/E Clearing Centre, e-invoicing, the ongoing development of SHOPcloud360 and the establishment of a holistic, cross-product yet specific advisory service, to implement customised and industrial B2B sector-specific solutions for both members and suppliers.

The interaction of
market-related
core functions
with international
reach

