

INDEX LIVING MALL



CUSTOMER OVERVIEW

Index Living Mall, a prominent Thai retailer in the furniture and home décor sector, has continually expanded its operations across the country. As the business grew, so did the volume of documents and the complexity of internal processes. In response, the company undertook a strategic initiative to modernize its operations by replacing paper-based workflows with a centralized digital document management system. This transformation underscores Index's strong commitment to innovation, operational excellence, and sustainable organizational growth.

TECHNICAL OVERVIEW

- **Therefore™ Business Edition with workflow and eForms**
- **Therefore™ Content Connector**
- **uniFLOW**

THE CHALLENGE

Most customer requests—including product discount approvals—were handled manually using paper forms. These forms lacked integration with back-end systems like SAP (HANA), making tracking and approvals time-consuming and error-prone. Sensitive documents were also at risk due to inadequate oversight and access control.

SOLUTION OVERVIEW

With Canon's support, Index Living Mall implemented Therefore™, an information and workflow management solution, integrated via REST API with SAP and the eTax system.

COUNTRY

Thailand

TECHNICAL DETAILS

- SAP Integration via REST API enables real-time data exchange and workflow automation.
- Invoices are generated in Index Living Mall's eTax system, stored in Therefore™ via REST API, and accessed securely by customers through a web portal.
- Documents are stored securely with access controls.
- Automated Workflows have improved efficiency across processes such as manual discount approvals, refunds, asset management, and end-of-day cash reconciliation

USER ADOPTION

Canon first introduced the uniFLOW system, which revealed extensive reliance on paper-based processes. This opened the door to propose Therefore™ as a comprehensive digital solution. Initial unfamiliarity was mitigated by ongoing training and support from Canon and Index's in-house team. Close collaboration ensured smooth onboarding and quick issue resolution. The system was implemented in approximately two months, with added complexity due to eForms and SAP integration.

INDEX LIVING MALL SAYS

"Ensuring that our discount requests, product refund requests, and other types of requests are accurately aligned with the data in the SAP system is a time-consuming and labor-intensive task.

Since implementing Therefore™, the workflow has helped us meet deadlines efficiently and ensures that we always have the correct and complete documentation."

-Index Living Mall

"Previously, locating discount or refund request documents took several hours before approvals could be granted, as all our records were stored on paper, making searches extremely challenging. Additionally, our storage costs continued to rise.

Now that everything has been digitized, document management has become significantly more efficient. We save time, enhance accuracy, and reduce costs. The digital transformation of our documents has resulted in a strong return on investment, while also improving our company's overall efficiency. This has allowed us to operate with greater ease and confidence."

- Index Living Mall