



Optimization of the purchase-to-pay process  
& Reliability of the supplier master data at an  
international scale.

## How to harmonize and secure supplier data in a multi-entity international group?

Transdev, a global leader in public transportation, chose ROK Solution to streamline and secure the administration of its supplier master data through a Master Data Management (MDM) approach.

The objective: to standardize, ensure the reliability of, and track supplier data across more than 100 sites in France, in order to guarantee data quality and compliance with internal control requirements and auditors' expectations.

### Challenges of a fragmented supplier master data system

- **International scope:** 105,000 employees across 19 countries and 12.8 million passengers transported daily.
- **Data heterogeneity:** 300 legal entities feeding the supplier master separately → non-standardized input, duplicate suppliers.
- **Quality and internal control:** Uncontrolled data entry failing to meet internal control requirements, creating a risk of fraud.
- **Lack of traceability:** Manual entry, no standardized approval workflow, and supporting documents not centralized.

### Project scope & context

- **Countries involved:** France
- **Number of sites:** 100
- **Active users:** 800
- **Covered functions:**
  - Supplier contract management
  - Customer KYC
  - Decentralized approvals
  - Centralized supervision by the SSC

## Results and ROI after implementing ROK

**+1 000**  
REQUESTS PER MONTH

Supplier requests are now processed automatically through the ROK application.

**0**  
MANUAL RE-ENTRY

Automatic data recognition (SIRET or name + zip code), IBAN verified via OCR, direct injection into Coda.

**100 %**  
INTEROPERABILITY

Smooth integration with Coda and Altares, no disruption, no manual input.

**-61 %**  
DU DÉLAI DE VALIDATION

Reduced from 9 days to 3.5 days thanks to the standardized supplier master data (RFN).

**100 %**  
OF STEPS TRACKED AND ARCHIVED

All validations, attachments, and approval flows are archived and accessible at any time.

## Smart supplier master data management

### Standardization

- **Unified data model:** field typology (required fields, format, visibility, reading conditions, field types...), centralized data repositories, and harmonized naming conventions.
- **Centralized collection of supporting documents** (Kbis, tax certificates, etc.).
- **Clear and structured approval workflow** between Procurement, Finance, Legal, and Compliance teams.

### Compliance

- **Automated control of critical data:** Integrated connectors for the verification of sensitive information, and OCR applied to supporting documents (IBAN only).
- **Supplier master validation via workflow:** The approval path is defined based on supplier typology (type, purchasing scope, and other internal criteria).
- **Real-time update of the ERP (Coda)** with no need for manual re-entry.

### Governance handled by functional departments

- **Dedicated no-code application:** Enables business teams to define and adapt the application as organizational and operational needs evolve.
- **Real-time update of roles and hierarchies** based on workforce movements.
- **Data historization and auditability:** Full supervision and built-in traceability.
- **Multi-entity interoperability:** Procurement departments are organized into regional Shared Services Centers (SSCs) based on purchasing scopes → requests are submitted by the entities and processed by the appropriate SSC.

## Key benefits for Transdev

**ERROR  
REDUCTION**

thanks to automated verification.

**TIME  
SAVINGS**

on each supplier validation.

**ENHANCED  
COMPLIANCE**

across all entities.

**CONTROL OF  
RISKS**

related to sensitive data.

**BUSINESS TEAM  
AUTONOMY**

through a no-code solution.

**SEAMLESS  
INTEGRATION**

with Coda.



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