

How Rohlik Group cut a month off annual negotiations and freed 60 FTE with Duvo.ai



Rohlik Group is a leading European online grocery retailer operating in Germany, Austria, Czech Republic, Hungary and Romania, generating \$1.5 billion in revenue and growing 35 % year over year. It offers a seamless same-day shopping experience with a wide range of high-quality products from trusted local producers and brands. Annual negotiations cover 3,900 suppliers.

The Challenge: Annual Supplier-Terms Negotiation

Annual supplier-term negotiations are often chaotic, with millions of dollars at stake. Key information gets buried in email threads, leading to:

- **Manual data extraction:** time-consuming and error-prone
- **Version control issues:** hard to track changes and ensure everyone has the latest terms
- **Lack of auditability:** difficult to trace the origin of agreed conditions
- **Delayed cycle times:** procurement slows down, impacting business agility

A Rohlik Group's commercial team needed to automate the process, and duvo.ai offered a solution to transform this cumbersome work into a streamlined, auditable, automated workflow.

Solution

Duvo's Supplier Negotiation & Contract Agents unify preparation, approval, and execution in one auditable workflow. Here's how:

- **Preparing “negotiation packs” automatically:** the Duvo agent consolidates supplier performance, commercial history, and benchmarks, generating insights specific to each supplier
- **Tracking live agreements from email:** the Duvo agent monitors ongoing threads; once terms are aligned, it extracts the final conditions and writes them to the negotiation tracker

- **Validating and structuring terms:** mandatory fields (pricing, bonuses, timelines) are enforced; supplier details are matched to master data
- **Generating contracts instantly:** contracts are assembled from the latest templates, prefilled with confirmed terms and linked references
- **Routing for approval:** drafts go to the commercial director with exceptions highlighted; after approval, the Duvo agent finalizes the contract
- **Writing back to ERP:** final terms are written to the internal system, and the negotiation is logged with a full audit trail linking approvals and the signed contract. No retying. No disconnected files. End-to-end traceability.

The Results: Tangible Business Impact

By implementing Duvo.ai's annual negotiation solution, businesses see significant improvements:

- **Shorter cycle times:** accelerate negotiations and reduce time-to-value
- **Fewer handoffs:** minimize manual intervention and eliminate bottlenecks
- **Lower error rates:** improve data accuracy and reduce costly mistakes
- **Full traceability:** gain complete visibility from initial email to signed contract
- **Single source of truth:** equip teams with a trusted, centralized repository of accurate information

Duvo.ai transformed supplier-terms negotiation from a source of frustration into a strategic advantage.

Duvo automated **70–80% of the negotiation process**, covering preparation, negotiations, and contract management, freeing teams for strategic work.

Implementing the Duvo platform **cut the annual negotiation timeline by about a month**. For Rohlik Group, that means roughly 60 FTE can focus on creating more value. This efficiency came at a cost of just \$30,000 for deploying three Duvo agents.

However, that's not the only upside; **fewer errors made during the process mean a higher margin**, a better relationship with suppliers, and a more engaged workforce.

Risk Mitigation

Governance, controls, and clear escalation paths reduce exposure at every step. Agents inherit company permissions, validate supplier identities against master data, and require complete pricing, bonuses, and dates before anything advances. Changes trigger versioning and a guided review; high-impact exceptions are highlighted for the right approver. All artefacts - emails, attachments, and approvals - are captured in a tamper-evident record, making audits, disputes, and right-to-access requests straightforward.

Data and Compliance

Duvo ensures the negotiation record is both secure and inspection-ready. Agents operate within the company's existing controls, apply role-based access, and record a line-by-line audit of actions and data sources. All terms are validated against required fields, supplier records are matched to master data, and changes are versioned, allowing teams to trace decisions back to the original message. Retention, access, and redaction follow policy, making audits, reviews, and right-to-access requests straightforward.

“Duvo.ai changed everything”



Olin Novak
CRO, Rohlik Group

“At Rohlik Group, supplier-term negotiations used to be a daunting task, filled with inefficiencies. Duvo.ai changed everything. Their platform automated the process, making it seamless and auditable. With Duvo’s help, we streamlined our negotiations, reduced errors, and saved a month in annual processes, allowing our team to focus on strategic tasks. This transformation was a game-changer. Duvo.ai’s partnership and customer service have been exceptional, and their impact on our operations is profound.”

Learn more

With Duvo, your teams can automate repeatable tasks safely, quickly, and without disrupting your systems.

Visit duvo.ai to discover how Duvo can automate day-to-day processes with AI agents that follow rules, remember context, and stay within guardrails.

