

## Success Story

# Blending Tradition and Technology with Sage X3

How Sage X3 ERP powers every process at the plant behind the iconic Dutch oven

“The best thing about Sage X3 is its ability to evolve over time. It’s been more than a decade since we implemented it, and our ERP continues to guide us in the right direction.”

**Philippe Hesters**

Chief Information Officer, Le Creuset SAS

Le Creuset SAS manufactures a renowned range of cast iron enamelled cookware. The company chose Sage X3 to automate accounting, production, logistics, and customer and supplier management, helping them stay ahead in a competitive market—including supporting the specific needs of UK operations and compliance.

With the latest version of Sage X3, Le Creuset benefits from enhanced insights and a more intuitive user interface, equipping the business to tackle the challenges of electronic invoicing with confidence. Two major projects have been central for Le Creuset: cleaning up third-party databases and managing e-reporting. After learning about Sage Network at a customer event, the team was keen to explore its potential. By connecting Sage X3 to Sage Network, Le Creuset has strengthened customer and supplier management, going beyond the minimum statutory requirements for electronic invoicing.



**Company**  
Le Creuset SAS

**Location**  
Fresnoy-le-Grand, France

**Industry**  
Manufacturing

**Solution**  
Sage X3

**Sage Partner**  
Kardol



**About Le Creuset SAS**

For nearly a century, Le Creuset has been crafting its famous enamelled cast iron cookware—including the iconic Dutch oven (also known as a casserole dish)—in northern France.



**X3 Consulting**  
Trusted Sage implementation partner



“The raw material is melted in the furnace, then poured into a crucible—‘creuset’ in French. That’s where our name comes from.”

**Philippe Hesters**

Chief Information Officer, Le Creuset SAS

**A new era for cooking**

Le Creuset’s journey began in Belgium in 1925, when two manufacturers combined their expertise to focus on enamelled cast iron. The company was founded in Fresnoy-le-Grand, ideally located for sourcing iron, coal, and sand. The brand’s signature orange reflects the colour of molten cast iron.

**Building a strong, diverse group**

Today, the Le Creuset Group employs 4,000 people worldwide, with 650 at the original Fresnoy-le-Grand site. The company has grown into a truly global business, with multiple factories and distribution subsidiaries. While the Dutch oven remains the symbol of Le Creuset’s success, the product range now includes cookware, bakeware, utensils, flatware, and even oven mitts and aprons.



### **Planning manufacturing with a dedicated tool**

As Chief Information Officer, Philippe Hesters oversees the French manufacturing site. “We started using Sage X3 in 2011 because of its power and ease of use,” he explains. The ERP system supports every department—purchasing, sales, accounting, finance, manufacturing, and logistics. This delivers benefits across the business.

### **Upgrading to unlock innovation**

In 2022, Le Creuset upgraded to the latest version of Sage X3. Philippe highlights the main advantages: “The biggest change is user-friendliness. The interface is much more visual and straightforward to use.” Another key benefit is accessibility: “We can now access Sage X3 from any browser, which is invaluable for our remote workforce.”

### **Preparing for electronic invoicing**

“We’re assessing the impact electronic invoicing will have on our accounting processes,” says Philippe. Alongside Sage X3, Le Creuset relies on robust internal practices to manage this transition. “We never create a supplier without essential accounting data—such as their commercial registration number, bank details, and proof of social security contributions.”

As part of planning for electronic invoicing, Philippe is exploring the new Sage Network platform. “Sage Network could enhance all our interactions with customers, suppliers, and government bodies, without needing to change our processes.”



“An essential part of the shift to electronic invoicing is valuing the work of our accounting team. Automation will free them up to take on new responsibilities.”

**Philippe Hesters**, Chief Information Officer, Le Creuset SAS

#### **Prioritising data management**

“Our main focus right now is electronic invoicing,” Philippe states. Le Creuset is leading a major initiative to improve data quality, deactivating customers who haven’t generated revenue in the past three years. “This lets us concentrate on clients whose company numbers are incomplete.” This change is part of a well-defined process. “We follow an established workflow. If a company number or VAT registration changes, the data administrator is notified. We want traceability for all changes, for security,” Philippe adds.

#### **Progressing towards e-reporting**

As an international group, Le Creuset raises internal invoices between sites in several countries and works with suppliers worldwide. E-reporting is a natural priority. “We have strong business ties with Belgium, the Netherlands, and the UK—even though the UK is no longer an EU member.” The challenge is to keep pace with new regulations. “I always try to stay ahead. The deadline is two years away, but we need time to plan budgets, engage stakeholders, and ensure management supports the changes,” Philippe concludes.

**Le Creuset’s experience with Sage X3 highlights how the right technology can help established brands simplify processes, adapt to change, and support their teams as they grow—both in the UK and internationally.**



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