

WHAT IS MANAGED EDI?

Structured, redundant support for existing EDI subsystems with a proactive approach to defect identification and resolution achievement through ongoing process improvement and metrics analysis.



Regain Control of EDI Operations and Costs

Companies with mature EDI environments often find themselves with a support team generations removed from the initial implementation and support team. Often these support resources learned EDI by force, because support resources left and someone in the company needed to pick up support.

Existing EDI resources often have a comprehensive understanding of business processes related to order to cash, purchase to pay and logistics. A competent EDI resource must know the significance and purpose of the transactions flowing through the EDI subsystem. Companies have begun to acknowledge this knowledge base, and repurpose existing EDI resources to more effectively use their knowledge.

Managers in some companies have found ineffective EDI teams cost the company an unreasonable expense, while providing inadequate response for new partner implementations, daily support issues, and ongoing environment development.

EDIAdmin **Managed EDI** will give the company predictable support and consistent cost, while consistently providing increasing ROI.

Managed EDI with EDIAdmin

Because the EDIAdmin Managed EDI program assumes the support of the existing EDI solution in place within a company, there are **no costly implementation fees**. The process begins with a **3-5 day EDI Audit**, which provides the basis for the pricing, recommended projects and service levels, among other deliverables as described in EDIAdmin's EDI Audit brochure. Once the company commits to move forward with EDIAdmin Managed EDI, the company and EDIAdmin will work together on a custom SLA to ensure that expectations on both sides are clear and the handoff of data or EDI issues between teams are clearly delineated.

EDIAdmin will implement support workflows in the **EDIAdmin Quality Control System**. The system operates similar to a support ticketing system with the exception that EDIAdmin support professionals custom-design support workflows around each company's support procedures. EDIAdmin will at this time publish an **EDI Handbook** to be shared with the supported enterprise. This EDI Handbook documents the internal and external contacts known at the time of the implementation, all data flows, trading partner relationships, existing support procedures, a landscape of the environment, and other supporting details useful for support teams.

The actual support transition begins once the EDIAdmin team has been able to acquire the needed knowledge to perform 90% of daily support without assistance from the existing support team. In most cases, **EDIAdmin starts full support within a matter of days**. EDIAdmin will at this time provide remote support from their headquarters through VPN connections and remote control of the EDI server systems via Terminal Services, PC Anywhere, or other remote control methods. It is at this time that EDIAdmin will assume all day to day support and will play the central role of EDI coordinator, strategist and administrator for all EDI software and communications for the company.

Tangible Benefits of Managed EDI

- Increased volume by enabling the rollout of new partners and transactions
 - Decreased defects caused by EDI and/or integration mechanisms
 - Decreased transaction cost per Transaction
 - Achieve 80% of order line volume handled through electronic means
 - Avoid reimplementations costs
 - Reduced IT headcount
 - Monthly dashboard report view of transaction volumes, defects, custom metrics, and historical trends of data volume, defect trend reports, and cost per transaction trends
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With EDIAdmin Managed EDI

- Enable non-EDI data exchange including CSV, Flat file and XML data structures with existing solution coupled with EDIAdmin technology
- Enable cost effective communications strategies, avoiding VAN charges
- Develop and implement business rules and apply the business rules in the integration path
- Develop and manage integration between complementary systems and database structures, leading a company away from manual reentry of data into systems
- Available 24X7 support, allowing for centralized global operations and standard response times
- Ad hoc defect monitoring, allowing for the identification of recurring issues as they happen, and providing basis for timely resolution of these defects
- Flexible SLA terms providing a balance between support cost and service levels, with a contracted per hour basis above a certain threshold; allows for "soup to nuts" and "ala cart" support solutions

Intangible Benefits of Managed EDI

- Reduce ongoing business risk of "lost" orders in EDI
- Higher service levels with reduced response time for issues
- Redundant support team at least three resources deep
- "Expert eCommerce without being eCommerce experts"
- By enabling more partners, reduce the number of errors caused by manual processing of data
- Eliminate the EDI Black Box fears
- Establish "Stickier" partner base by enabling customers to more easily purchase through a more stable EDI environment
- Provide EDI statistics to management as part of an overall cost control structure
- Create a cost center for EDI systems used across the company, with business divisions paying for the portion of the EDI system used



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The logo for EDIAdmin.com features a blue swoosh that curves over the text "EDIAdmin.com". The "EDI" is in a bold, black, sans-serif font, while "Admin.com" is in a regular weight of the same font.