

Case Study

Managed EDI: Managed EDI Services for Manufacturing

This case study focuses on the EDIAdmin process for implementing and supporting a managed services solution for a company previously committed to a leading SaaS EDI solution. The solution addressed order to cash, ACH, VMI and organization relationship transactions.

Situation

The company subscribed to SaaS EDI solution utilizing web-forms and file integration. The solution did not meet the company's needs. The company required a more reliable solution with less production defects and a higher service level. The provider did not provide adequate support and guidance to implement additional partners' required transaction sets.

The primary concerns of the company included the following:

- Can our company maintain consistent service levels with the customer base while converting to an alternate solution?
- How can our company improve integration methods?
- Will our company receive a level of service that exceeds the current provider?
- Can our company implement an extensible solution that can be easily modified to meet additional B2B integration opportunities?

Solution:

Implementation

Although most customers come to EDIAdmin with an existing in-house or outsourced system to manage, this customer required implementation of a new translation environment to better support business expectations. In addition to a comprehensive EDI system, the company also required a business rule engine to help eliminate integration issues in the order management cycle. A solution was identified using common technologies that were in use within the company's existing IT knowledgebase, and incorporated the ideal order flow of business processes.

A full business rules engine was designed with SQL stored procedures and SSIS within Microsoft SQL Server 2005, and TIE Commerce eVision was chosen as the translation engine. Best practices for EDI were implemented into the solution to ensure a reliable exception-based automated environment. Following a thorough testing cycle and pilot, the system was enabled and rolled out to the EDI enabled customer base.

Managed EDI

Daily business processes flows and maintenance tasks were documented and modeled using EDIAdmin's third party quality control workflow management tool. The flows allow for each incident or service request to be logged, tracked, assigned and completed according to these workflow processes. The workflow management environment allows for the complete management of development and UAT requirements with associated documents and articles. This ensures SOX or internal audits will pass with little effort. In addition to supporting related business tasks using this process, maintenance responsibilities such as functional acknowledgement reconciliation are also incorporated. Monthly reports of defects and volume analysis are published to the customer, giving a comprehensive view of the effectiveness of the solution.

Summary

The company previously had 75% of a resource dedicated to supporting their SaaS EDI solution, and continued to see defects without solutions. The company now has a comprehensive solution for comparable cost, and through process improvement will see lower cost and higher utilization, resulting in a five year maintenance cost reduction of 22% and a per transaction reduction of over 40%. This does not include the savings from the release of the 75% dedicated resource!

