

Outsourced EDI to Handle Dynamic Environment

Business Situation

The customer, a global electronics manufacturer, approached Effective Data for assistance in managing their ever-changing EDI landscape. The current environment could not effectively support the on-boarding requirements that the new trading partners required.

The key business challenges were to:

- Onboard new trading partners in a timely manner to help drive an increase in revenues
- To timely invoice customers electronically
- To provide correct information to their trading partners thus reducing errors and costs

Effective Data Role

The role involved providing:

- Provide day to day ongoing EDI support for monitoring, reporting and error resolution
- Provide rapid onboarding of new trading partners and transactions
- To implement cost-effective communications options for trading partners

Benefits

As a result of its work with Effective Data, trading partner onboarding went from months to days ensuring timely invoicing, thus an increase in revenues. Error reduction due to the automation of manual tasks has lowered costs, and provided better customer satisfaction.