

Service, Support and a Superior EDI Product More Than Justify Recommending TrueCommerce's EDI System to Clients of AXIS Integrated Solutions

Objective

- Work with business solutions provider to offer a cost-effective, easy-to-use EDI solution that will support clients' need to increase productivity and comply with current and future trading partner requirements.

Solution

- Show how the simple and affordable end-to-end EDI solution from TrueCommerce is a great fit for clients using the Sage Accpac® ERP business management solution.

Results

- Three-way partnering between TrueCommerce, AXIS Integrated Solutions and clients resulted in superior relationships and ongoing customer satisfaction.
- Experience with Sage Accpac ERP business management solution meant simple, painless integration.
- Gained substantial business productivity, improved cash flow and manufacturing/inventory management.
- Professional, responsive support addressed customers' dynamic business needs and made trading partner coordination run smoothly.
- Clients are better positioned to work with other large trading partners.

Client Benefits

- As the only EDI solution exclusively distributed by Sage, TrueCommerce provides excellent support and its EDI solution offers simple, painless and affordable functionality.
- New EDI users can quickly become proficient with very little training. It's as easy to use as E-mail.

BACKGROUND

AXIS Integrated Solutions (AXIS) is a systems integrator and business solutions provider located in St. Peters, Missouri. "As a trusted advisor for our clients, our role is that of a catalyst assisting medium-sized companies to improve their business processes by implementing enterprise solutions," stated Kelly Hummel, COO, AXIS Integrated Solutions. AXIS works with the premier line of Sage business solutions.

AXIS had several clients using Sage Accpac ERP who were either required to implement an EDI solution, or who could benefit from the technology.

CLIENTS SEE REAL BENEFIT TO IMPLEMENTING EDI

Though electronic invoicing was required, client gained improved cash flow.

One of AXIS's clients develops the frequent shopper programs and identification cards used by large retail chains. Some of their larger vendors started to require electronic invoicing.

After reviewing several EDI providers, the choice was clear to move forward with TrueCommerce. The client chose TrueCommerce's EDI solution because it was easy to use, intuitive and user-friendly. "Compared with other EDI solutions on the market today, I believe the TrueCommerce solution is the simplest to implement and the easiest to use for non-technical people," Hummel said. "There is no need to import through a utility or manually manipulate and export the data, and that greatly alleviated some of our client's biggest fears."

As a result, what started out as a mandate from a trading partner, ended up providing tremendous benefits for the client. "When using the paper invoicing system, my clients waited 180 days for the vendor to produce the invoice and another 60 days for processing," Hummel said. Ultimately, their large customer cash flow process improved by 180 days.

EDI enabled clients to improve business productivity with larger trading partner relationships and better production and inventory forecasting.

"In our role as a trusted business solutions provider," Hummel said, "AXIS routinely offers business check-ups and proactively works with our clients

to see if they're ready to move to the next level. We help them understand the benefits of implementing products such as EDI." She illustrated her point with one of her newest clients.

This client in particular specializes in hunting and sporting accessories and it was necessary for them to have the ability to control inventory throughout the year. However, managing their inventory presented a challenge prior to their TrueCommerce EDI implementation. "EDI is helping them to better plan and forecast their manufacturing processes and inventory levels," noted Hummel. "Now, they are able to accept future orders, and manage inventory for seasonality, which is a tremendous business benefit during these economic times."

SOLIDIFYING THE SYSTEMS INTEGRATOR / EDI PROVIDER PARTNERSHIP

Hummel cited many positive advantages that her clients will realize by working with TrueCommerce. "What makes the traditional EDI solution so complex," she explained, "is that each of the important components of EDI – integration, document data translation, a secure and reliable network for data exchange and effortless support and maintenance – are typically purchased and delivered through multiple providers, with each specializing in just one of these components."

However, TrueCommerce removes the complexity associated with EDI by offering a true end-to-end solution. They provide everything needed to implement and maintain EDI through one source. This helps clients lower their annual EDI expenses and enables them to invest in additional products and services they need to grow their business.

"There are a lot of EDI providers out there who get the calls, but they don't see the big picture from their clients' perspective," she added. "When we look at the benefits, and weigh the pros and cons, we've found that those companies who have chosen to go with other EDI providers often experience a painful process. And TrueCommerce provides a service that no other EDI provider does because it integrates with the accounting and warehouse management systems to provide customers with ASN notifications."

Equally impressive, according to Hummel, is the level and quality of responsiveness that TrueCommerce offers during and after implementation. "They have been great to work with," she noted. "If we have any issues whatsoever with integration, ancillary products or modifications to the system, they provide fast answers and excellent technical support. They are quick to respond to system requests, even those that may require some specialized changes. If our clients had chosen another EDI solution, we might have had to wait for new releases."

Most importantly, said Hummel, TrueCommerce is "a company I trust to provide great service, support and a superior EDI solution to my clients. Recently, they have become the only EDI solution distributed by Sage, that makes me have faith that their solution is the one I can trust. I know that when my clients and I work with them, we all benefit from the relationship."



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We Make EDI Painless.

TrueCommerce provides everything small to mid-tier companies need to fully implement EDI from one source.

Since 1995, our mission has been to make EDI painless by providing a comprehensive, end-to-end EDI solution that is easy to use, robust, and affordable.

TrueCommerce customers use our award-winning solution to exchange tens of millions of EDI transactions annually within a variety of industries including retail, banking, healthcare, and government.

TrueCommerce®

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