

Case Study

Integration as a Platform: EDI as a Service

OVERVIEW

Electronic Data Interchange, this is what every business needs. EDI is the process of transforming, translating, and transferring electronic data through a communication link; no paper and no people are involved. EDIs have been around the business world since the 1970s and are used by either in-house software or within a service provider to lower transaction costs by 35%.

There are many factors for a growing company to consider when pursuing its full potential. Through the automation of a manual working process, EDI has provided not only cost efficiency but also time reduction. Introducing EDI as a Service to a company's supply chain will give it the ability to systematically handle business documents, without errors and timely back-and-forth communication.

Without EDI

Company A manually processes all orders and related communications. They do not use an EDI system.

They struggle with the following problems:

- ❖ Human error during data entry
- ❖ Shipping issues and lost orders
- ❖ Lengthy and faulty communication
- ❖ Loss of revenue and damaged reputation

With In-house EDI

Company B utilizes an in-house EDI system that they manage and maintain.

They have noticed the following reoccurring issues:

- ❖ Multiple complex platforms with numerous access points
- ❖ Distracted focus and poor time management due to lack of expertise
- ❖ Insufficient transparency of transaction errors

With EDI as a Service

Company C has adopted EDIaaS for the proactive monitoring and maintenance of their EDI requirements.

Proven benefits include:

- ❖ Visibility of original files and exceptions
- ❖ Ability to manage EDI spend
- ❖ 50-75% maintenance cost reduction
- ❖ Re-usability among partner commonalities
- ❖ Flexibility across all industry standards and forms of communication (AS2, FTP, API)

OUTSOURCING

Managed services EDI, also known as full-service EDI or EDI as a Service, is the outsourced handling of EDI transactions by a third-party provider. The provider will manage the complete EDI process from infrastructure to mapping. This consists of providing ongoing maintenance to upkeep healthy systems and adjusting for situations such as any changes in trading partner requirements. Rather than managing EDI in-house, a company can cut IT costs by a minimum of 30% by leveraging the time, expertise, and infrastructure of a service provider

METHODOLOGY

To minimize errors and avoid loss of revenue for our customers, EDI as a Service provides end-to-end management and support, including a full team that offers 24/7 monitoring, support, and notifications for the entire ecosystem. During implementation, CSCS does the heavy lifting of providing the necessary mapping to onboard trading partners. By building a library of reusable components, EDIaaS creates a diminishing cost to introduce these future partners. The competitive tier-based subscription model also allows you to pay for only what you use. More volume means a lower cost, so scaling is effortless. Additionally, CSCS maximizes efficiency by increasing EDI visibility with a customizable dashboard and customer-specific KPIs.

EDI as a Service guarantees two-way standardization and compliance with X12 or EDIFACT formats, enforcing best practices in both directions of communication. Customer data is protected by the security framework of industry titans, Mulesoft and Google, creating highly secured one-to-one transaction pipelines. This ensures privacy against any data leaks and breaches by following industry standards and maintaining up-to-date security.

EDI as a Service provides insight into all exceptions and facilitates a proactive handling of those errors without creating any business disruptions. EDIaaS leverages Mulesoft to orchestrate handshakes between different EDI-related systems collecting them into a single, centralized platform. With the enhanced visibility and audit trail, an organization displays openness and clarity in all partnership opportunities. Cost efficiency, time management, and an increase in revenue are guaranteed advantages of implementing this flexible, quick go-to-market, SaaS-based solution.