



CASE STUDY

Optimizing EDI for Order Management

Client

A global manufacturer of computer products and services

Business Challenge

The Client needed a direct supply chain solution that would provide greater visibility and tracking of order-to-ship timeframes, ship-date accuracy, order-to-transmit timeframes, and credit cycle times. The Client also required implementation within 60 days, and wanted Direct Alliance to minimize timing and cost issues associated with prior electronic supplier implementations.

Solution

Direct Alliance leveraged its channel relationships and worked with the Client's domestic suppliers and overseas configuration center to establish a robust Electronic Data Interchange (EDI) supplier solution designed to positively impact the Client's supply chain metrics. New business rules and detailed reporting enhanced the partner's visibility into each step of the order cycle. Ship-date accuracy was improved by managing suppliers to their respective service level agreements and by reflecting real-time customer-quoted ship dates to web shoppers and internal account representatives.

Metrics

Direct Alliance met the partner's time requirement and implemented the EDI solution at one third less than the cost of a typical setup. Operating costs at startup were reduced 50% by minimizing the number of resources required to manage day-to-day supply chain management tasks, and by providing 99% system uptime. Order-to-ship timeframes were minimized by approximately two hours per order. Average build and ship time was reduced from 10 business days to seven by linking to the Client's overseas configuration.