

Case Study: Sage ERP Accpac Signature Marketing and Manufacturing



Trust in HighJump TrueCommerce EDI Solutions Encouraged Signature to Switch from Previous EDI Provider

Objective

- Replace unreliable and expensive EDI system with a cost-effective, easy-to-use solution that would increase company productivity, comply with trading partner's requirements and provide responsive service and support.

Solution

- Implement a complete end-to-end EDI solution from TrueCommerce EDI Solutions.

Results

- Experience with Sage ERP Accpac business management solution meant simple, painless integration.
- Lowered monthly bills and eliminated annual fees.
- Professional and responsive support made trading partner coordination run smoothly.

Client Benefits

- Reduces total cost of ownership by 30% - 60% with free software, free customer support via the Internet and phone, free trading partner mapping updates, and no annual contracts, maintenance or hidden network fees.
- Single partner solution delivers responsive, reliable implementation and support.
- Proactive notification of trading partner updates means more time to focus on other important business matters.

Background

Trading partner requirements and business software upgrade prompted review of existing EDI system.

Since 1987, Signature Marketing and Manufacturing (Signature) has owned Signature Crafts, a premier manufacturer and seller of glues and adhesives to the craft industry.

Already on their second EDI system, Signature wanted to upgrade their Sage ERP Accpac business management software solution and needed to comply with new package labeling requirements from one of their largest trading partners.

Addressing the Issues

After two unsatisfactory attempts with EDI providers, the customer needed to make some changes.

"We had two terrible experiences with EDI providers," said Signature's CFO Hala Assile. "Even our reseller couldn't install the first system we chose, and many of our support calls went unreturned."

Signature subsequently purchased a far more expensive EDI solution. "Our annual fee was roughly \$1,000 and it was very expensive to add trading partners because the integration was customized to each partner," Assile said.

"When we were ready to upgrade our Sage Accpac business system, the EDI provider we had in place wanted to charge us \$10,000 to make the changes. Because the costs were so high, we had to postpone the initiative. It really

became obvious that we would have to consider a new EDI provider when we were told by our largest trading partner that we had to change our packaging labels to comply with their labeling requirements, or we would face costly penalties—and then we were charged \$12,000 to change our system! The costs were becoming prohibitive to doing business, and it was getting ridiculous, said Assile and Signature’s reseller. “We were being charged one large fee after another. So, we decided the best course of action was to spend money on engaging a new EDI provider that could grow with our company.”

The reseller mentioned that they’d spoken with representatives from TrueCommerce EDI Solutions at a trade show, and were very impressed. TrueCommerce EDI offers support not only to companies looking for first-time EDI solutions, but also those currently working with a solution that is not meeting their needs. Companies who switch from another EDI provider to the TrueCommerce EDI Platform will normally reduce their EDI expenses by upwards of 30%-50%.

“Of course,” Assile said, “after we made the decision to switch, our EDI provider contacted us about their new ePortal option, which they could offer to us...for a \$10,000 conversion fee!”

Benefitting From the Results

A great EDI product and responsive support reinforce the decision to switch to – and remain with – TrueCommerce EDI Solutions.

Assile couldn’t be happier with the decision to move to TrueCommerce EDI. “Yes, we incurred some upfront costs to switch,” Assile said, “but we’ve lowered our monthly bills and eliminated our annual fee. In addition, we won’t have to pay a fee to TrueCommerce EDI when we upgrade our Accpac ERP.”

TrueCommerce does not charge extra fees when trading partners make changes. “It’s relatively inexpensive to bring a new partner on board,” noted Assile, “and adding trading partners is much easier and faster now.”

Assile also really appreciated TrueCommerce EDI Solutions Group’s ability to make server changes that affect all vendors, not just the one for whom the change was made. “We had the option to get that feature with our former EDI system when it was first installed, and we wouldn’t have had to pay extra for it,” she said. “But when we asked for it after the system was running, they wanted to charge us. In fact, we were routinely promised things up front and when we requested them later, we were told they couldn’t do it, or only for an additional cost. I really felt like I was being taken advantage of...I simply didn’t trust them anymore.”

“They blow [other] EDI providers out of the water when it comes to support.”

Trust is not an issue with TrueCommerce EDI Solutions. “When we have a problem,” said Assile, “not only do we get an immediate response, but they stay on top of it until it’s resolved to our satisfaction, which is usually very quickly. They blow the other two EDI providers out of the water when it comes to support. TrueCommerce EDI Solutions offers a great product and their support folks are knowledgeable, responsive and easy to work with.”

Would Assile recommend TrueCommerce EDI to other companies looking for an EDI solution? “Absolutely,” she said. “It was a totally great experience and I would recommend them highly.”

We Make EDI Painless.

TrueCommerce EDI Solutions 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.

More than 3,000 TrueCommerce EDI 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.

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