

Customer Success Story

Upgrade from IBM Sterling Gentrans Director to Tangentia Gateway + IBM Sterling VAN

CUSTOMER PROFILE

- Customer: Mid-Sized Food Manufacturer and Distributor with headquarters in Winnipeg, Manitoba, Canada
- Revenue: \$100M+ annual revenue
- Employees: 500+

BUSINESS CHALLENGES

- The client was using an in-house EDI translator – IBM Sterling Gentrans Director that could only perform the most basic translation and mapping services. The system could not comply with complex mapping specifications and therefore the client was losing business.
- The customer was also facing high cost of ownership. Their external consultants for maintenance and mapping related issues were billing them a large amount of money annually.
- The in-house translator could not integrate into the backend ERP system. This led to a lot of double entry being done by them on a daily basis.

SERVICES PROVIDED

- Tangentia provided the customer with the Tangentia Gateway EDI solution. It uses the IBM Sterling Information Broker to provide a well packaged and robust EDI solution. In this seamless partnership, Tangentia takes ownership of the communication, mapping, and translation configuration that is required by the customers to be compliant with their respective trading partners. The IBM Sterling Information Broker on the other hand provides the network on which the EDI data is sent back and forth between customers and their respective trading partners.
- Completed the first phase of the migration of all trading partners within the first two months onto our cloud based Tangentia Gateway solution
- A detailed manual was provided on how to use the solution as well as 24/7 support was provided to answer any questions they might have.
- Tangentia was able to successfully integrate into their ERP system thus eliminating double entry and significantly reducing the no. of errors.

RESULTS

- More than 30% reduction in the total cost of ownership.
- Up to 50% reduction in the monthly EDI bills from the first year itself.
- Tangentia Gateway's guarantee of 99.99% reliable server uptime led to a 25% increase in efficiency.
- 100% reduction in hardware and software investment as the Tangentia Gateway solution is accessible from the Cloud.
- 100% reduction for their legacy EDI platform maintenance and support consulting costs since they no longer have in house EDI.

- Management in the supply chain and ecommerce areas, increased their productivity by 5-10% with the removal of handling and managing related support & maintenance resources.

TECHNOLOGY USED

- Tangentia Gateway
- IBM Sterling Information Broker (Sterling VAN)
- Tangentia Gateway Integration Agent ver2.0 for their ERP, JD Edwards

DELIVERY MODEL & TEAM SIZE

- Tangentia Consultants working within Canada from 2 locations- Toronto and Markham.
- Working alongside IBM sales and project management teams located in multiple locations in Canada.
- Tangentia Consultants delivered the setup and migration portion of the EDI project on time and on budget.
- Tangentia Gateway Managed Services team continues to manage the EDI for the customer without a single in house EDI resource needed at their end.