

SOLUTION SNAPSHOT:

- **Industry:** Manufacturing
- **Challenge:** Remove points of failure that existed with use of multiple EDI providers and replace older VAN technology
- **Solution:**
 - Inovisworks™
 - GXS Professional Services

BENEFITS:

- Streamlined supply chain communication across trading community
- Reduced costs by 50% on an annual basis
- Increased speed to set-up new trading partners
- Improved productivity and efficiencies
- Enhanced customer satisfaction
- Improved annual budgeting process and planning for future growth

“By consolidating our three disparate VANs, we expected to cut costs by 20 percent per year,” said Mark Whorton, EDI Team Lead at Deluxe Media. “With the migration to Inovisworks, we were able to streamline internal processes and reduce annual costs by 50 percent—far exceeding our expectations.”

Deluxe Media Services

About Deluxe

Deluxe Media Services supplies the world’s best-known film, music and games companies, such as Fox, Universal and Warner Brothers, with operationally excellent solutions for the manufacturing and distribution of packaged media. Deluxe is a wholly owned subsidiary of The Rank Group, offering services including motion picture film laboratories; post production services for feature films, television and commercial filmmakers; DVD software and content production; large volume media manufacturing and packaging; and worldwide distribution and fulfillment services.

The Business Challenge

In each European country where Deluxe has operations, the company was using a different EDI provider and value-added network (VAN) to exchange mission-critical business documents.

As a result, Deluxe had to manage three diverse and disparate VANs that still used old technology, such as dial-up and proprietary communication protocols, including UUCP. Because of the differences in functionality across each VAN, trading partner setup was often a long and arduous process. In addition, the lack of web-based administrative capabilities to manage their ever-changing trading community made supply chain communication increasingly difficult and time-consuming.

Also, as the pricing structure for each VAN was based on the amount of data transferred, Deluxe was not able to fully and accurately forecast their usage volume, making it difficult to manage their budget and future growth.

The Solution

To address these issues and eliminate the points of failure that existed through use of multiple providers, Deluxe consolidated all of its EDI traffic to Inovisworks™. This enabled Deluxe to standardize, synchronize and streamline supply chain communication across their European trading community.

Deluxe used GXS Professional Services to manage the migration from their three separate VANs to Inovisworks. Using a proven methodology based on GXS’s 20 years of implementation experience, this service facilitated a seamless migration while minimizing disruption to their business. GXS Limited worked with Deluxe throughout the migration process from notification to trading partners to implementation and post go-live monitoring.

With the Inovisworks platform, the most advanced VAN in the industry, Deluxe removed many of the barriers and burdens that had existed with their older technology and platforms. Inovisworks' customer self-service web-portal provides an innovative, single interface for all interactions, improving efficiencies and workflow. Automatic error alerts enable Deluxe to manage their critical business documents in real-time and to view transacted data and respond to errors before customers are aware of any problems.

The Results and Benefits

By consolidating to one EDI provider and VAN, Deluxe was able to significantly improve communication and the flow of information across their supply chain while also dramatically reducing costs.

Communication efficiencies and bottom-line savings were primarily achieved through the following:

- Removal of the old communications infrastructure saved the cost of operating the old service environment and provided reliable delivery of data between Deluxe and its trading partners.
- Inovisworks' customer self-service web-portal gave the Deluxe B2B team the ability to more quickly implement new trading partnerships, remove old trading partnerships, resend and reprocess transactions as required and requested by their trading partners. The portal also provided administrative control and clear visibility over real-time statistics of the volumes of transactions processed by Inovisworks.
- Implementation of new trading partners could now be executed in a matter of minutes versus the five working days required by Deluxe's previous three VANs. This new-found speed and flexibility enabled Deluxe to respond to new customer demands more rapidly while also enabling them to redeploy resources to focus on Deluxe's core business activities and processes.

GXS Limited continues to deliver local support and implementation services to Deluxe as they maintain and grow their trading community. These services are helping Deluxe further enhance supply chain communication, order accuracy and customer satisfaction.

To eliminate the points of failure that existed through use of multiple providers, Deluxe consolidated all of its EDI traffic to Inovisworks. Deluxe was able to significantly improve communication and the flow of information across their supply chain while also dramatically reducing costs.

NORTH AMERICA AND GLOBAL HEADQUARTERS

9711 Washingtonian Blvd.
Gaithersburg, MD 20878, US
+1-800-560-4347 t
+1-301-340-4000 t
+1-301-340-5299 f
www.gxs.com

EUROPE, MIDDLE EAST AND AFRICA

18 Station Road
Sunbury-on-Thames
Middlesex TW16 6SU
United Kingdom
+44 (0)1932 776047 t
+44 (0)1932 776216 f
www.gxs.eu

ASIA PACIFIC

Room 1609-10
16/F China Resources Building
26 Harbour Road, Wanchai
Hong Kong
+852 2884-6088 t
+852 2513-0650 f
www.gxs.asia.com



About GXS

GXS is a leading provider of B2B e-commerce solutions and operates the world's largest and most expansive network of integrated business communities. The company's software and services simplify and enhance businesses process integration and collaboration among networks of trading partners. Organizations worldwide, including more than 75 percent of the Fortune 500, use GXS solutions to extend their supply chain networks, optimize product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. Based in Gaithersburg, Maryland, GXS has operations and offices around the world. For more information, see <http://www.gxs.com>, <http://blogs.gxs.com> and <http://twitter.com/gxs>.