

SOLUTION SNAPSHOT:

- **Industry:** Publishing
- **Challenge:** To update slow and costly older VAN technology
- **Solution:** Inovisworks™

BENEFITS:

- Reduced annual VAN costs by 60%
- More reliable and faster connection
- Improved warehouse efficiency
- Excellent user interface for reporting and tracking messages
- Easy to get new trading partners onto the network

“Switching to the new network was very easy. Our customers were unaffected by the change. At one stage during the set-up process [GXS] also offered assistance to our IT team on an internal network issue. We were very pleased with the overall outcome of the project and the fact that we are now benefiting from substantial cost savings.”

— NEIL HARRIS
E-COMMERCE SUPPORT ANALYST

Oxford University Press

About Oxford University Press

Oxford University Press (OUP) is one of the largest publishers in the UK and the largest university press in the world. The business currently publishes more than 4,500 new books a year covering a variety of different languages across virtually the whole range of academic disciplines. OUP has a presence in over fifty countries and employs some 3,700 people worldwide.

In the UK, OUP's customers include all the major retailers from Waterstones and W H Smiths to Borders and Amazon, as well wholesalers like Bertram Books and Gardners Books.

The Business Challenge

OUP has been using EDI for many years, exchanging approximately 365,000 data messages each year with its trading partners including inbound orders, order acknowledgments, invoices, credit notes and delivery notes. Sixty percent of OUP's UK orders are processed via EDI. To ensure that OUP's warehouse operations run efficiently and customers receive orders promptly, the business relies heavily on robust EDI software and a reliable communications network.

After deciding to upgrade their TrustedLink software, OUP's IT team also took the opportunity to reappraise the one weak link in their business's EDI setup—the communications into one of their EDI networks. They were using a slow dial-up modem connection. Unfortunately, this had never been particularly stable and the slow connection often dropped while sending large batches of messages, increasing the frustration at OUP.

OUP's SAP back office system is programmed to gather orders and generate delivery paperwork before 5:00 am each day. A missed deadline can seriously disrupt the working day for warehouse staff. A failed network communication required bringing in out-of-hours support staff to reset the modem and reset the session. The whole system was old-fashioned, time-consuming and costly to administer.

The Solution

OUP was already using the GXS TrustedLink® Enterprise EDI software so it made sense for them to consider an EDI value-added network (VAN) from the same vendor. GXS offered integrated products and a single support contact across the whole EDI system.

Inovisworks™ is a modern, state-of-the-art VAN. Built from the ground up to run on a fast IP connection, it supports a wide range of data formats as well as connectivity, access, transport and security options.

All of the network's architectural and physical elements have recently been upgraded and are now based on a new architecture called the GXS Multienterprise Expert Services Hub (MESH) platform. This comprises systems and processes which are designed to be 100-percent available. The underlying data center is designed to operate at 99.995% availability.

When OUP also factored in the substantially lower running costs compared to their old network, Inovisworks presented an excellent solution for improving reliability, reducing costs and introducing a much more modern, user-friendly interface with excellent reporting and transaction tracking facilities. The Inovisworks web portal provides a simple interface for improving workflow with automatic error alerts ensuring critical business documents can be managed in real time.

GXS also offered OUP the support they required to make the switch to Inovisworks as smooth as possible. After obtaining a list of trading partners and the different networks used by the supply chain, GXS managed this process to arrange the switch for a specific date and time.

The Results and Benefits

By deciding to update their communications network to Inovisworks OUP has improved the speed, reliability and efficiency of its EDI set up while dramatically reducing costs.

- Switching to Inovisworks has cut OUP's VAN costs by approximately 60%. With its fast IP connection, OUP is benefiting from a modern VAN that was built to meet future customer needs. GXS operates a dual data system so if one system goes down customers are seamlessly hot swapped to the failover system without the need to reconfigure their connection settings or enter new login details. This allows GXS to offer a target uptime for Inovisworks of 99.995%.
- With a more reliable IP connection, OUP has been able to reduce the money they were spending on out-of-hours support. This has increased the efficiency of workflow in the warehouse with people no longer required to work overtime to catch up.
- OUP is benefiting from Inovisworks excellent customer interface. Specific messages are easy to track through the mailbox by searching for business data such as purchase order or invoice numbers. The system gives each transaction a time stamped identity so it is possible to give customers precise information on when a message was delivered.
- With Inovisworks it is very easy to get new trading partners up and running. Through the online administration portal users can simply select the trading partner with whom they wish to exchange data.



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>.

OUP exchanges approximately 365,000 data messages each year with its trading partners including inbound orders, order acknowledgments, invoices, credit notes and delivery notes.

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