

SOLUTION SNAPSHOT:

- **Industry:** Manufacturing
- **Challenge:** Remove points of failure that existed with use of multiple EDI providers and replace older VAN technology

BENEFITS:

- Streamlined supply chain communication across trading community
- Reduced costs by 50% on an annual basis
- Increased speed to set-up new business 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 GXS, 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 change to: unix-to-unix copy (UUCP). Because of the differences in functionality across each VAN, business 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 Inoivisworks™. This enabled Deluxe to standardize, synchronize and streamline supply chain communication across their European trading community.

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

With GXS, Deluxe removed many of the barriers and burdens that had existed with their older technology and platforms. GXS 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, 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 business partners.
- GXS customer self-service web portal gave the Deluxe B2B team the ability to more quickly implement new business partnerships, remove old business partnerships, re-send and reprocess transactions as required and requested by their business partners. The portal also provided administrative control and clear visibility over real-time statistics of the volumes of transactions processed by GXS.
- Implementation of new business 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 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 GXS. 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

GXS
9711 Washingtonian Blvd.
Gaithersburg, MD 20878
US
+1-800-503-9190 t
+1-301-340-4000 t
+1-301-340-5299 f
www.gxs.com

EUROPE, MIDDLE EAST AND AFRICA HEADQUARTERS UNITED KINGDOM

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

ASIA HEADQUARTERS HONG KONG

GXS International
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

JAPAN HEADQUARTERS TOKYO

GXS Co., Ltd.
3F Akasaka 1-Chome,
Minato-ku, Tokyo 107-0052
+81-3-5574-7545 t
+81-3-5574-7560 f
www.gxs.co.jp



About GXS

GXS is a leading B2B integration services provider and operates the world's largest integration cloud, GXS Trading Grid®. Our software and services help more than 550,000 businesses, including 22 of the top 25 supply chains, extend their partner networks, automate receiving processes, manage electronic payments, and improve supply chain visibility. GXS Managed Services, our unique approach to improving B2B integration operations, combines GXS Trading Grid® with our process orchestration services and global team to manage a company's multi-enterprise processes. Based in Gaithersburg, Maryland, GXS has direct operations in 20 countries, employing more than 2,800 professionals. To learn more, see <http://www.gxs.com>, read our blog at <http://www.gxsblogs.com> and follow us on Twitter at <http://twitter.com/gxs>. You can also access our public filings with the Securities and Exchange Commission at <http://www.sec.gov/edgar.shtml>.