

SOLUTION SNAPSHOT:

- **Industry:** Plumbing Supplies
- **Challenge:** Quickly, easily and seamlessly exchange EDI transaction with business partners while allowing for end-to-end automation of transaction processing
- **Solution:** GXS TrustedLink®

BENEFITS:

- Translates EDI documents without the need for programming.
- Facilitates the timely transfer of documents to and from business partners.
- Requires little IT experience to set up.
- Integrates with business applications easily.
- Requires minimal effort to manage and use.

“I was hesitant to agree to do this case study because it is such a simple product to set up, manage and use that I didn’t think I’d have much to say about it,” said Bob Hurley, IS manager at Mission Rubber. “... For a mid-size company like ours, it provides very good value.”

Mission Rubber

About Mission Rubber

For more than 50 years, Mission Rubber Company, a division of MCP Industries, Inc., has manufactured couplings for the plumbing industry. Headquartered in Corona, California, the company has over 500 employees in its silicone hose subsidiary, urethane subsidiary, plastics subsidiary and four vitrified clay sewer pipe factories.

Mission Rubber sells its products through manufacturers’ representatives in the United States and Canada and through distributors internationally.

An HP UNIX server supports seven MCP Industries subsidiaries, of which Mission Rubber is the largest. The company also uses Windows Advanced Server. Its desktop computers primarily run Windows XP.

The Business Challenge

As is the case with most supply chains, Mission Rubber’s customers—the manufacturers’ representatives and distributors it sells through—began insisting on the use of Electronic Data Interchange (EDI) some time ago. To fulfill this requirement, Mission Rubber needed a way to translate transaction documents to and from EDI format and exchange those transactions with its 25 business partners.

The solution also had to provide the same EDI functionality for another MCP subsidiary that supplies automotive parts. That subsidiary works with 15 business partners.

Rather than reinventing the EDI wheel, Mission Rubber wanted to engage a reliable supplier that could provide cost-effective EDI translation and document exchange functionality, which is why the company turned to GXS.

The Solution

Bob Hurley, IS manager at Mission Rubber, didn’t have to look far for a solution because he had already worked successfully with GXS for several years at a previous employer. In addition, Hurley’s experience told him that GXS TrustedLink® Windows would integrate well with Mission Rubber’s ERP application, Manage 2000 from Epicor Software Corporation. “I had integrated TrustedLink before at another employer,” noted Hurley. “It’s the solution of choice for people who use Epicor.”

Mission Rubber has written programs that take the transactions translated by TrustedLink and bring them into Manage 2000. As a result, transaction-handling is now fully automated end-to-end.

In addition to TrustedLink, Mission Rubber also uses the GXS EDI network, as the transport mechanism for exchanging documents with business partners.

“The VAN is reliable and up all of the time,” stated Hurley.

Mission Rubber was up and running in a couple of days. In total, the company spent about a month setting up all of its business partners and building, testing and implementing the links between TrustedLink and the company’s applications.

With the GXS solution in place, customers send Mission Rubber electronic purchase orders (EDI transaction: 850) and production plans (830). Mission Rubber primarily transmits invoices (810) and shipping notices (856). In total, Mission Rubber and the other subsidiary using the system receive approximately 500 documents and transmit approximately 800 documents per month.

The Results and Benefits

Integrating the EDI translation functionality of TrustedLink into Mission Rubber’s ERP and coupling that solution with the GXS VAN allows the company’s systems to send and receive documents automatically, without delay. For example, shipping notices can be transmitted to customers as soon as a shipment is ready to be sent. That is critical because, “A lot of our customers require timely shipping notices,” explained Hurley. “What’s more, that is one of your performance metrics if you’re ISO certified.”

The industry experience that GXS brings to the table adds value and lowers the cost of implementing the solution. “They’ve been in the business long enough that they have transaction overlays for pretty well everybody we deal with,” declared Hurley. “And if you need a new translation overlay they’re very quick at developing one.”

The stability of TrustedLink has been another benefit of the solution. In the four years that Mission Rubber has been using it, the company has had to call GXS for support only about three or four times. “That was to request new translation overlays or to make changes to existing overlays,” said Hurley.

One of the words that Hurley uses most often when describing the GXS solution is “simple.” “I was hesitant to agree to do this case study because it is such a simple product to set up, manage and use that I didn’t think I’d have much to say about it,” commented Hurley. He sums up the GXS solution benefits by saying, “For a mid-size company like ours, it provides very good value.”

Customers that formally rate their vendors’ performance often include the timely receipt of shipping notices as one of the performance measures. Thus, TrustedLink helps to improve customer satisfaction levels by enabling Mission Rubber to send and receive EDI transactions immediately.

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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>.